

Assistant Manager Global IT | Kerzner International Dubai

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Company: Kerzner International

Location: Dubai

Category: other-general

Assistant Manager Global IT | Kerzner International Dubai

A leading global developer and operator of destination resorts, ultra-luxury hotels and residences, innovative entertainment and gaming experiences, and immersive lifestyle destinations, we operate four distinctive brands – Atlantis Resorts & Residences, One&Only Resorts and Private Homes, Rare Finds and SIRO Hotels.

The resource manages the IT responsibilities in the global by applying the global standards. The role will ensure IT delivers excellent customer service by fulfilling key operational and administrative roles and

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responsibilities.

Key Duties And Responsibilities

Provide desktop support in the office or remotely.

Create and maintain detailed and accurate documentation.

Collaborate with key stakeholders for system updates and improvements.

Collaborate with the global IT team on budgets.

Engage with other departments to identify any IT needs.

Maintain an up-to-date hardware, software, and license inventory for the global office.

Liaise with resort IT teams for support escalation.

Raise purchase orders for required office equipment.

Process onboarding, from new users creation, equipment installations and access to systems.

Ensure all support requests are logged in the ticketing system, allocation correctly and

closed.

Support AV in meeting rooms.

Specific applications include: Helpdesk System (i.e., ManageEngine / ServiceDesk, ServiceNow), Microsoft 365, Teams, SharePoint, iScala Finance, Zycus, DocuSign, Video Conference equipment.

Skills, Experience & Educational Requirements

Minimum 1-3 years' experience in a similar role.

Excellent communication and customer service skills.

Strong attention to details and quality of work.

Able to work under pressure and towards deadlines, be able to work as part of a team, and be a self-motivated and approachable and friendly person.

Microsoft certifications.

ITIL certifications.

Ability to travel.

Our company is expanding faster than ever before. We are investing in the growth of our company, and that means we are committed to investing in you. Join a team that is open-hearted, innovative, inclusive, and inspiring in spirit. We believe in making our guests happy beyond anything they have ever imagined. We wow them at every turn and create memories that will last a lifetime. You will be at the heart of this vision, to constantly innovate to deliver Amazing Experiences and Everlasting Memories.

Don't miss out on this exciting opportunity – apply now at dubaiofferz.com

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