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Information Technology

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Company: Rotana Hotel Management Corporation

Location: dubai

Category: other-general

The job posting is outdated and position may be filled

Responsibilities

- Shares knowledge with colleagues within the department.
- Completes projects as allocated by the Resort IT Manager / Director of IT.
- Responsible for the IT operations including systems administration, systems maintenance, upgrades, database administration, anti-virus, and networking.
- Responsible for ensuring continuity of systems.
- Escalate and collaborating with Level 2 Support for any IT emergency or support request to resolve problem efficiency.
- Provides first level IT Support to colleagues and guests within agreed SLAs.
- Responds to guest/colleague queries in a friendly and efficient manner.
- Works within the ITIL process framework ensuring all activities are accurately logged.
- Monitors the performance of Networks, Servers, Workstations, Micros and peripherals and informs the Functional IT Manager of any abnormalities. Maintains an updated IT knowledge to enable continuous improvement to the services offered to users.

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