



About our Sample Information Technology (IT) Jobs Descriptions for Hotels:

The HFTP Americas Research Center has developed example job descriptions for IT positions in the lodging industry. The process involved reviewing sample job descriptions and compiling the information into standardized job descriptions.

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Information Technology Manager (Property Level)

The information technology manager at the property level manages and maintains the computers, printers, Internet connections, televisions, cabling, email/network accounts, audio/visual systems and phone systems for the property (guest and in-house). This position also maintains all network domains associated with the hotel and ensures connectivity for staff and guests.

Duties

Essential Functions:

- Develop, manage and maintain department budget.
- Manage the day to day activities of the information technology function, plan and organize work and configuration reports, job control languages, program files and data files on the computer system(s) to ensure maximum operating efficiency.
- This role will monitor the performance of the software and maintain a log book of performance report.
- Install and test corporate approved program changes to the hotel computer system(s).
- Understand all standards and customized features and functions of the hotel front office systems, point of sale systems, and other systems, including but not limited to system security, system reports, manager functions, system utilities, and user functions.
- Control the key/lock for computer room and ensure that the computer room fire protection, temperature control, and power requirements meet the company security specification as described in the company security system.
- Control all user IDs, passwords, and security parameters.
- Establish documents, test, and communicate appropriate emergency procedures to follow when the hotel computer system(s) are inoperable.
- Perform other duties as assigned.
- Work closely with the Engineering department to ensure the proper maintenance of all in-room technology.

Additional Job Duties:

- Manager on duty shifts as needed.
- Special projects as assigned by management or ownership.

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Information Technology Manager, Property Level *(continued)*

Job Requirements

Required:

- Bachelor's degree in fields related to information technology from accredited four-year college or university or five years' experience in the field.
- A+ Certification or equivalent experience.
- CCNE Certification or equivalent experience.
- Good command of the English language, both verbal and written.
- Fluent in a variety of software and hardware programs with recent training and experience.
- Experience with phone systems, Wi-Fi hardware, fiber software and hardware as well as daily use of office equipment such as printers, copy machines, and fax machines.
- Ability to work in a variety of environments and to stand, walk, and climb as needed.
- Must be on call, able to work nights, holidays and weekends as needed.

Preferred:

- Advanced degree in information technology highly preferred.
- Previous experience in hotel or hospitality related information technology.



Director of Information Technology

The director of information technology is responsible for information technology issues, products and services. This includes design, implementation and adherence to strategic IT direction, hardware, software, staffing, maintenance, network enhancement, and property support. This position interviews, trains, supervises, counsels, schedules and evaluates staff.

Duties

Essential Functions:

- Ensure the team is focused on providing excellence in guest service in all areas of the property IT operations.
- Attract, develop and retain talent that can meet the operational needs of the company and that exhibit its core values.
- Extensive understanding and education of team on regulatory, SOX, PCI and other compliance related requirements and controls; creation and adherence of processes to align accordingly.
- Collaboration and extensive communication with property leadership team and the Global IT team on enterprise and property projects as well as IT operations.
- Ensure all systems are monitored, functioning and patched accordingly.
- Direct technological research.
- Provide project direction and leadership.
- Plan and lead system audits of technologies implemented.
- Implement disaster recovery, back-up procedures and information security and control structures.
- Recommend information technology strategies, policies and procedures.
- Prepare the annual budget, schedules, and expenditures; analyze variances, and initiate corrective action as needed.
- Manage and negotiate third party vendor contracts and relationships.

Additional Job Duties:

- Manager on duty shifts as needed.
- Special projects as assigned by management or ownership.

(Description continues on page 5)



Director of Information Technology *(continued)*

Job Requirements

Required:

- Bachelor's degree in information technology from accredited four-year college or university.
- Previous management experience in an information technology department and four or more years of progressive hotel information technology experience.
- Good command of the English language, both verbal and written.
- Proven experience with applicable systems and applications.

Preferred:

- Advanced degree in information technology highly preferred.
- Ten years' experience in hotel or hospitality information technology.
- Minimum two years' experience as a hotel Director of Information Technology.



Regional Manager of Information Technology

The regional manager of information technology (IT) takes an information technology leadership role, guiding the deployment of hotel technology in their region. This role is expected to deploy and support the property technology platform that will become the standard for all corporate and property technology deployments. This position establishes and maintains relationships with the business and supports the regional director of information technology and key stakeholders in assessing the functional and technical impact of business requirements on current and future technological capabilities and platforms.

Duties

Essential Functions:

- Evaluate information technology requirements for hotels and resorts and recommends essential programs.
- Make recommendations for changes to the property information technology standards to the Regional Director of Technology.
- Plan and carry out the implementation of projects and operational assignments specific to hospitality technology.
- Run complex projects and programs from design and development to production, define resources and schedule for projects and programs implementation, plan and schedule project deliverables, goals and milestones.
- Engage with external IT vendors, hotel brands, suppliers, outsourcing partners and software developers.
- Provide support as needed to the property technology team and outsourced vendors.
- Liaise with other functional and departmental managers to understand all necessary aspects and needs of hospitality systems.
- Participate in budgeting and planning.
- Enforce company and departmental policies and procedures to help ensure compliance.
- Participate in job related training classes, conventions, and seminars as directed.
- Maintain understanding of networking technologies as well as corresponding hardware.
- Train hotel staff and management in desktop management and deployment strategies and technologies, including desktop management applications.
- Assist property management with technology procurement.
- Assist property management in a consultative manner with technology related activities and associated costs and budgeting.
- Work proactively with properties to identify and plan for ongoing technology refresher programs.

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Regional Manager of Information Technology *(continued)*

Essential Functions (continued):

- Educate property level managers and corporate team in corporate technology standards and services.
- Research new technology.
- Manage and update activity reports.
- Manage system maintenance schedules.
- Facilitate, oversee and support technology conception and activities to implementation.
- Update and maintain all technology support, tracking or correspondence databases.
- Monitor and manage facility related "open calls".
- Develop, manage and maintain department budget.

Additional Job Duties:

- Special projects as assigned by management or ownership.
- Some travel is required.

Job Requirements

Required:

- Bachelor's degree in information technology or related field from accredited four-year college or university.
- At least five years' related experience.
- Previous management experience.
- Good command of the English language, both verbal and written.
- Demonstrate exceptional organizational skills.
- Ability to handle multiple tasks and projects daily.
- Ability to work independently with no supervision.

Preferred:

- Advanced degree in IT highly preferred.
- Ten years' experience in hotel or hospitality information technology.



Chief Information Officer (CIO)

The chief information officer (CIO) reports to the chief executive officer and is responsible for guiding and executing all technology and information functions for the company and its related business entities. Based in the corporate office, this role is responsible for continuing and expanding upon the technology strategies for a series of complex hospitality brands, including management of client financial services, payment processing, reservations and concierge services.

Duties

Essential Functions:

- Responsible for leading managers of the division; indirectly responsible for all employees within the division.
- Leads all aspects of the company's information technology department, including planning, developing, evaluating and implementing strategies to further the organization's business models and objectives.
- Responsible for governance, performance, operations and management of the company's IT systems and staff.
- Make strategic and financial decisions for the company including decisions on cybersecurity, PCI compliance, research and development, vendor selection, and all business applications.
- Create and implement the company's technology strategy, including architecture, budgeting, forecasting, implementation, and timelines.
- Act as a leader and mentor to all technology team members, employed or contract, and strategic advisor to all company personnel as relating to technology and information issues.
- Engage in and lead technology discussions with key industry thought-leaders to continuously identify, plan and implement leading solutions which advance and expand the company's strategic positioning.
- Oversee and ensure that the company's customer-facing technologies, websites, and call center applications achieve targeted performance metrics.
- Work with internal leaders and clients to find technology solutions to operating challenges and business opportunities.
- Serve as the subject matter expert to other internal departments in their selection and implementation of appropriate technology solutions including leading all hardware and software planning and execution for the organization.
- Review and approve all contracts and purchasing agreements relating to technologies.
- Ensure confidentiality, compliance, and reliability of all corporate, client, and customer data, proprietary systems, and intellectual property.
- Manage and oversee the IT department, people, tools, and budgets, ensuring the department(s) and all assigned cost centers consistently meet or exceed defined expectations and targets.

(Description continues on page 9)



CIO (*continued*)

Additional Job Duties:

- Special projects as assigned by management or ownership.
- Some travel is required.

Job Requirements

Required:

- Bachelor's degree in information technology or related field from accredited four-year college or university.
- At least eight years of experience in computer technology and systems development.
- Strong current working knowledge of systems architecture, system design, hardware, payment gateways, transactional website development, database development, information management, help desk, security design, PCI compliance, networks, and reporting.
- Strong working knowledge of relevant industries and technologies, including integrated hospitality servicing solutions, timeshare points systems, call centers, telecom, credit card payment processing, and multilingual, multi-currency transactional websites and databases.
- Good command of the English language, both verbal and written.
- Excellent organizational, multi-tasking, influencing and prioritizing skills.
- Ability to work under pressure, often with overlapping priorities and deadlines.

Preferred:

- Advanced degree in information technology highly preferred.
- Previous management experience in hotel or hospitality related information technology.



Senior Information Technology Security Analyst

The senior information technology security analyst ensures the secure operation of the information technology systems, servers and network infrastructure. This position is also responsible for the maintenance and enforcement of the Information Technology Security Policies and Procedures, performing risk assessments and ensuring that disaster recovery policies and procedures are maintained. This position oversees the various audit requests and risk assessments performed within information technology and operations each year. This position ensures PCI compliance is maintained, and works with security technology in place along with vendors to achieve this.

Duties

Essential Functions:

- Oversee PCI and other compliance mandates. This requires an ISA Certification which gives the authority to facilitate the Self Certification process with PCI.
- Facilitation of a security program which will require working with information technology and departmental staff to review system audits, make recommendations to enhance controls, and provide direction for the security program.
- Oversee the Security Technology including working with software vendors to ensure direction aligns with industry standards.
- Work with corporate security to ensure that the technology is supported. This would include incident management software support, access control system support and knowledge of camera technology.
- Oversee the Incident Response for the company. This includes real-time response on event logs throughout the organization, disaster recovery testing and documentation, and facilitation of table top exercises on a regular basis to test the documented processes.
- Manage small, medium and large security projects cross-functionally throughout the organization including business case development and project management activities.
- Plan, design, implement, and transition projects to operations seamlessly with excellent communication and a focus on the big picture of maximizing security posture in the most cost efficient manner possible while minimizing the disruption to the business.
- Liaison for both internal and external audit by proactively tracking and preparing IT staff for audits, gather required documentation, and ensure the team meets deadlines.
- Coordinate security awareness training rollout with Training and HR teams as well as present and prepare informal security awareness training such as articles for newsletters, posters, alerts, and lunch & learns.
- Perform vulnerability scans for vulnerability management program, including external and internal scans, PCI scans; disseminate results, prioritize remediation efforts, and provide remediation guidance to team members.

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Senior Information Technology Security Analyst *(continued)*

Essential Functions (continued):

- Administer security tools such as Next-Generation Anti-Virus and Application/Script Control Systems. Perform regular updates to anti-virus clients, oversee system health, and manage policies.
- Monitor and analyze security alerts, metrics, reports, and intelligence, and distribute and escalate to appropriate team members.
- Organize and track all documentation for the security program such as compliance, governance, policies, standards, architecture, procedures, and overall, project, and vendor risk assessments, risk register, and other risk management documentation.
- Facilitate annual policy, standards, and architecture review and update documentation.
- Collaborate with external security partners and manage security providers to ensure efficient security-related solutions, practices and processes are in place.
- Assist with coordination, support, and reporting during security events, such as intrusions, unauthorized access, lost/stolen devices, non-compliance with company policies, fraud, service exploitation, etc.
- Develop strong collaborative relationships with external security partners, internal audit, external audit, HR, legal, operations, training, and other business units.
- Assist with the development of IT security metrics to measure the effectiveness of the overarching information security program, IT security, and other specific areas.
- Perform management functions such as approving and tracking certificate requests, administering key management tools, and rotating keys periodically.
- Facilitate IT security and disaster recovery (DR) related exercises and keep IT security and DR plans up to date.

Additional Job Duties:

- Manager on duty shifts as needed.
- Special projects as assigned by management or ownership.

(Description continues on page 12)



Senior Information Technology Security Analyst *(continued)*

Job Requirements

Required:

- Bachelor's degree in information security, computer science, business administration, or equivalent work experience.
- Minimum of 3-5 years' experience in information security.
- Familiarity with PCI and/or Sarbanes-Oxley, COBIT, and ISO Frameworks helpful.
- Experience in the use of security principles; risk assessment policies and standards; information security best practices, IT disaster recovery (DR), and a high-level understanding of products and technologies.
- Proven project management and organizational skills, specifically juggling multiple concurrent projects.

Preferred:

- Advanced degree in IT highly preferred.
- Previous experience in hotel or hospitality-related IT.
- Project management experience.
- CISSP certification.