



KIGALI SERENA HOTEL - IT MANAGER

SERENA HOTELS
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WE ARE EQUAL OPPORTUNITY EMPLOYERS

Based at Kigali Serena where the incumbent will perform the daily roles of the Hotel IT Manager, he/she will also provide oversight and assistance to Lake Kivu Serena Hotel as and when required. The position will be responsible for the following key result areas:

Compliance:

- Ensure smooth operation of all ICT systems & the network infrastructure;
- Implement the IT strategic plan in support of the Company's business plans;
- Identify opportunities for the application of technology to assist the various departments achieve their objectives and work with Head Office to implement the initiatives;
- Ensure the security & integrity of all IT systems & equipment at all times;
- Liaise on IT matters with the service providers and leverage the support contracts;
- Implement the company's ICT policies and procedures
- Develop and maintain a business recovery plan to ensure timely and effective restoration of IT services in the event of a disaster;
- Directly manage all ICT projects from inception to effective implementation

Customer Service:

- Provide "hands on" support to internal users on all Hardware and Software, directly and through effective management of the IT team
- Manage hotel guests' IT related needs
- Work closely with Hotel management team on ICT requirements

Cost Management:

- Identify the key expense drivers in the department and control departmental costs within approved budget targets;
- Negotiate service level agreements with vendors and monitor IT systems performance to assure service standards are consistently met;

Teamwork:

- Provide "hands on" leadership & mentoring to the IT team and ensure periodic performance appraisals;
- Provide effective training to internal users of IT Systems

Qualification, skills & experience:

- Bachelor of Science Degree in Computer Science or equivalent;
- Minimum of 4 years' relevant experience in a hospitality organization, preferably as a team leader;
- Analytical skills to proactively identify and implement improvements
- Detail-oriented with good leadership skills;
- Good communications skills, with customers, team and stakeholders;
- Network, Infrastructure, Hardware & Software troubleshooting experience
- High standards of professionalism and integrity
- Be in a position to travel frequently

If you are a Rwandan national and believe you have the required qualifications and experience, please apply in confidence by 23rd April 2024, enclosing a detailed CV, names and addresses of three referees, current remuneration, and your telephone contact to: itvacancy@serenahotels.com (Subject of email: Kigali Serena Hotel – IT Manager)

Only successful applications will be responded to.