

OMNI HOTELS & RESORTS®

SUMMARY:

Under general supervision, provide first-level technical support and problem resolution to all hotel end users. The Systems Support Specialist will support and maintain the hotel's information system by performing the following tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES (include the following, other duties may be assigned as necessary) :

- Provide general first-level IT assistance and problem resolution for all users with hardware, software and application problems.
- Answer phone calls and e-mails from end users. Ability to maintain communications with customers during the resolution process.
- Act as a liaison between customers and internal IT support staff to assure accurate problem diagnosis and resolution.
- Ability to clearly communicate technical solutions in a user-friendly and professional manner.
- Deliver, set up, and assist in the configuration of PC / POS hardware, software, and peripheral devices.
- Assist with the troubleshooting of all Network Device Equipment, including; printers, scanners, fax machines, copiers, computers, monitors, telephones, point of sale workstations, wireless, etc.
- Assist with monitoring of the Backup system(s) for all network systems.
- Assist with the management of the Anti-Virus systems at the desktop PC level.
- Analyze business needs and make recommendations on future improvements and enhancements to the IT systems.
- Help create training documentation to ensure that the reference set and knowledge of operations is kept up to date for end-users and IT staff.
- Help install local area network cabling systems and equipment such as network interface cards, switches, and wireless access points.
- Assist hotel guests with personal IT issues (limited).
- Ability to work odd hours, nights, weekends, and on-call shifts as needed.
- Knowledge of:
 - Desktop operating systems such as Windows XP / 7.
 - PC's, Laptops, Handhelds, Tablets, etc.
 - Office productivity suites such as Microsoft Office or Apache OpenOffice
 - Various software applications (Acrobat, Photoshop, WinZip, Etc.).
 - Principles and theories of network systems and management.
 - Internet technologies and products.
 - Basic telephone troubleshooting.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A basic knowledge and understanding of all the common peripherals found within the Information Technology environment: PC's, printers, hubs, switches, routers, wiring, telephones, and overall data flow within the IT environment. This knowledge is essential to the discovery and resolution stages of common issues. Analytical ability to problem solve the most complex issues found with the data processing environment. Ability to work in a team environment and treat others with professionalism and courtesy.

EDUCATION and/or EXPERIENCE:

One year of college level course work and MCP (Microsoft Certified Professional) or equivalent. One year providing end user phone support for current PC desktop and application software OR one year installing, upgrading, troubleshooting and repairing personal computers in a network environment

Anyone interested will need to apply online at www.omnihotels.com/careers to be considered.