

JOB DESCRIPTION

Position:	Network Infrastructure Analyst	Department:	MIS
Reporting to:	IT Manager	Date:	November 2018
Reports indirectly to:	IT Manager		

POSITION SUMMARY:

As a Network Infrastructure Analyst, you'll have responsibility for setting up, developing and maintaining computer networks within the organization. This exciting role gives an opportunity to grow and expand your technical skills within the hospitality industry. Your primary responsibilities as Network Infrastructure Analyst will be to ensure the integrity of high availability network infrastructure to provide maximum performance for your users. Networks can include:

- computer
- voice
- firewall.

DUTIES AND RESPONSIBILITIES:

- Establish the networking environment by designing system configuration, directing system installation and defining, documenting and enforcing system standards
- Design and implement new solutions and improve resilience of the current environment
- maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization
- undertake data network fault investigations in local and wide area environments using information from multiple sources
- secure network systems by establishing and enforcing policies, and defining and monitoring access
- support and administer firewall environments in line with IT security policy
- report network operational status by gathering and prioritizing information and managing projects
- upgrade data network equipment to the latest stable firmware releases
- configure routing and switching equipment, hosted IP voice services and firewalls
- provide remote support to on-site engineers and end users/customers during installation
- provide remote troubleshooting and fault finding if issues occur upon
- Generally being alert for opportunities to improve the profitability of the department i.e. through controlling consumable wastage and being responsible for the economy of all hardware utilities and resources.

- Perform overall MIS systems operational Audits/Reviews.
- Keeps abreast of newest trends and innovations in the hospitality industry.
- Takes a proactive approach to all IT system activity, anticipating potential threats and system vulnerability.
- Supervise, plan, Co-ordinate software & hardware installations and configuration during openings and upgrades (locally).
- Provide network infrastructure and servers fault diagnoses and troubleshooting.
- Maintain effective communication within the department and ensure that the IT MANAGER is kept well informed of any problems/queries that have arisen.
- Report any problems/complaints to the IT MANAGER.
- Effecting necessary changes and establish processes to ensure high performance, reliability, and scalability of existing and new systems
- To attend any department training sessions and/or meetings required.
- To attend any hotel operational training sessions and/or meetings required.
- To liaise with other departments to ensure good communication and offer support.
- To be fully conversant with the Corinthia Employee Handbook & London Addendum.
- Supports the hotel operation in times of demand.
- Update\audit policies and procedures in the area of information management related to all MIS Systems.
- Documentation of all IT System procedures and installs
- Drives the Corinthia values and philosophy.
- Leading by example at all times.
- Guiding team members on Corinthia's core values.
- Assist colleagues with any queries they might encounter.
- A Positive attitude to the tasks at hand.
- Assist with the procurement of IT hardware and software for hotels.
- Monitor systems and their usage ensuring that CHI Core standards are retained.
- Supervise network and data security issues within hotels.

- Effect re-training, system fine tuning etc. in order to ensure that MF systems are utilised properly and maximum benefit is realized.

CONFIDENTIALITY

- Whilst working for the company there will be access to a wide variety of confidential information concerning the company, guests and employees.
- It is vital that all such information remains confidential and must not be disclosed to anyone outside the company, guests and employees, unless otherwise stated. Please refer to page 20 of the Employee Handbook for full policy details.

HEALTH & SAFETY

- To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
- The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
- To report any defects in the building, plant or equipment according to hotel procedure.
- To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
- To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
- To be fully conversant with:
 - COSHH Regulations
 - Risk Assessments for your department
 - Hotel Fire & Bomb Procedures

**OTHER
INFORMATION**

- As the hotel's level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
- The above description is not to be regarded as exhaustive. Other tasks and Responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

TALENT PROFILE:

Experience:

- Experienced in configuring LAN connectivity; setting up accounts; and resolving technical problems for end users.

Skills & Knowledge:

- Good understanding and technical knowledge of current network and PC operating systems, hardware, protocols, and standards.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Excellent written, oral, and interpersonal communication skills.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks efficiently and with a friendly manner

**Education or
Qualification:**

- IT industry Professional Qualifications such as (CCNA, CCIE, CCNP, MCSA, MCSE) is considered an asset

Requirements:

- Troubleshooting of network infrastructure and servers fault diagnoses
- Effecting necessary changes and establish processes to ensure high performance, reliability, and scalability of existing and new systems
- Document procedures related to all MIS Systems.
- Effect technical support to all personnel within hotels in maintaining the following systems (this list is not inclusive):
 - Microsoft Windows Operating Systems(Windows 7, XP and Windows Vista)
 - Microsoft Office Applications

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| | <ul style="list-style-type: none">- Antivirus/Anti-Spam Applications- Micros Fidelio Opera PMS- Micros POS Systems- PMS, POS Hotel Systems Interfaces- Hotel cabling & network Infrastructure- HSIA Reio Systems & VOD Systems & Satellite systems- Telephone support to guest Rooms and Staff- Audio Visual/sound Equipment in guest rooms.• Support to hotel operation's teams and hotel IT Engineer and IT Manager on all aspects of MIS. |
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