

<https://thezenwellnessresort.com/job/it-manager/>

IT Manager

Description

Ensures successful running of hotel system packages. Maintaining the hotel computer system in terms of hardware, and software during 24 hours and our software & hardware computer houses.

Responsibilities

- Preparation of computer coordinators working schedules to reflect the requirements of having surveillance around 24 hours.
- Preparation of staff vacation plan and weekly attendance sheet.
- Ensures having all operating supplies required for daily operation.
- Ensures that all coordinators are properly groomed at all times and that their uniforms are clean and in good condition.
- Reviews and checks last 24 his coordinators' checklist in order to identify and resolve any problems.
- Reviews and checks all error reports for the last 24 hours with the system error log to ensure that corrections have been done in the correct way that does not affect the system flow of information stability.
- Coordinates with the hardware house for any hardware problems and follows up resolving the problem in the least time.
- Coordinates with the software house for resolving any software bugs that appear and any modification required.
- Prepares the monthly computer system report.
- Maintains a secured file for all hotel authorization codes, with employee's initials and deletes resigned employee's initials.
- Applies the hotel's contingency plan in case of emergency.
- Maintains a secured file for all hotel menus and non-menus passwords.
- Checks access activity-tracing report for the system and report any discrepancies to the financial controller and/or the General Manager
- Attends all hotel meetings when required.
- Check operating system mail and coordinates with hardware house for any corrections needed.
- Ensures that down time report are printed on timely basis.
- Ensures that back and front office data files have been backed up successfully during night shift.
- Ensures that month end and year-end data are securely maintained in the computer safe.
- Employee relations: with accounting department, and works in close cooperation with Rooms Department.
- Materials and products: maintaining properly all system manuals, flow charts, designs, source, etc.
- Equipment: maintaining properly the main processors, front and back offices, as well as the Fire protection system.
- Business contacts: Software engineers and programmers as well as hardware house engineers and programmers.

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Reporting to

Partners &&& Culture
Director \ General Manager

Job Location

Aswan Western Agricultural Road,
1252031, New Aswan City, Egypt

Date posted

November 4, 2025

Qualifications

- Equivalent education level required
- University graduate, some education in hotel business and accounting background is preferable
- Performs duties as may be assigned.