



Job Description

Head of Information Technology

Document Control

Position Title: Head of Information Technology

Department: Information Technology

Reports To: Chief Information Officer (CIO)

Version: 1.0

Job Overview

The Head of Information Technology oversees all technology operations and digital infrastructure across Grand Royale Group's hospitality network. This role ensures that systems, software, and IT services are reliable, secure, and aligned with business goals. The position plays a key role in driving digital transformation, cybersecurity, and innovation in hospitality operations, ensuring a seamless experience for both staff and guests.

Key Responsibilities

Technology Strategy & Planning

- Develop and implement IT strategies that support organisational goals.
- Lead digital transformation initiatives to enhance guest experience and business efficiency.
- Manage IT budgets, forecasts, and technology procurement.
- Oversee system upgrades and technology integrations across all venues.

Infrastructure & Systems Management

- Oversee management of servers, networks, and communication systems.
- Ensure uptime, reliability, and performance of all IT systems.
- Coordinate with vendors and service providers for technology support.
- Implement data backup and disaster recovery procedures.





Cybersecurity & Compliance

- Establish and maintain cybersecurity policies and controls.
- Monitor potential risks and ensure data protection in line with the Privacy Act.
- Conduct regular IT audits and vulnerability assessments.
- Ensure compliance with WHS and hospitality technology regulations.

Team Leadership & Support

- Lead and mentor IT staff across multiple sites.
- Provide technical guidance to team members and business units.
- Collaborate with department heads to identify and meet technology needs.
- Promote innovation and continuous improvement in IT operations.

Qualifications and Experience

- Bachelor's degree in Information Technology, Computer Science, or related field (postgraduate qualification preferred).
- Minimum 7–10 years' experience in IT management roles, preferably in hospitality or service sectors.
- Strong understanding of networking, cloud infrastructure, and cybersecurity.
- Proven experience in project management and systems integration.
- Experience leading cross-functional IT teams across multiple locations.

Skills and Competencies

- Excellent leadership and strategic planning skills.
- Strong analytical and problem-solving ability.
- High technical proficiency across IT systems and software.
- Clear communication and stakeholder management.
- Commitment to data integrity and service reliability.





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Working Conditions

This is a full-time senior leadership position based at Grand Royale Group's head office in Gold Coast, Queensland. The role requires regular visits to hotel, restaurant, and property sites, with occasional after-hours support for system maintenance.

Key Performance Indicators (KPIs)

- System uptime and operational reliability.
- Cybersecurity compliance and incident response.
- Timeliness and success of IT projects.
- Efficiency in IT resource and budget management.
- Stakeholder satisfaction with IT services.

Company Values and Culture

Grand Royale Group values innovation, reliability, and teamwork. The IT department plays a critical role in enabling business success through technology excellence. The Head of Information Technology ensures that the organisation remains future-ready through strategic use of digital systems.

Career Path

This position offers progression opportunities into executive roles such as Chief Information Officer (CIO) or Director of Technology Transformation within Grand Royale Group or other leading hospitality enterprises.

