



Job Description – IT Systems Manager

Document Control

Position Title: IT Systems Manager

Department: Information Technology

Reports To: Chief Information Officer (CIO)

Version: 1.0

Job Overview

The IT Systems Manager is responsible for overseeing the day-to-day management, maintenance, and optimisation of Grand Royale Group's information technology infrastructure. This role ensures that all hotel, restaurant, and corporate systems operate efficiently, securely, and in line with the organisation's digital transformation goals. The position supports staff and management in utilising technology to enhance guest service, operational efficiency, and data integrity.

Key Responsibilities

Systems Administration & Infrastructure Management

- Manage IT infrastructure, including servers, networks, databases, and property management systems (PMS).
- Monitor system performance and ensure minimal downtime or disruption.
- Oversee installation, configuration, and maintenance of hardware and software.
- Maintain relationships with vendors and external service providers.

Cybersecurity & Data Protection

- Implement and monitor cybersecurity protocols across all business units.
- Ensure compliance with data protection regulations and internal security policies.
- Manage antivirus, firewall, and backup systems.
- Conduct regular risk assessments and security audits.





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Technical Support & Troubleshooting

- Provide technical support to hotel, restaurant, and office teams.
- Manage IT helpdesk operations and prioritise issue resolution.
- Ensure timely troubleshooting of network, software, and hardware issues.
- Train staff on technology systems and security best practices.

System Integration & Digital Innovation

- Collaborate with department heads to integrate new digital tools and systems.
- Support the implementation of guest-facing technologies (e.g., booking platforms, POS systems).
- Participate in technology-driven improvement projects.
- Assist in evaluating and implementing emerging technologies for business growth.

Team Leadership & Collaboration

- Lead and mentor IT support technicians and coordinators.
- Manage workload distribution and performance reviews.
- Promote cross-departmental collaboration and digital literacy.
- Foster a proactive, service-oriented IT culture.

Qualifications and Experience

- Bachelor's degree in Information Technology, Computer Science, or related field (mandatory).
- Minimum 5 years' experience in IT systems administration or management.
- Experience in hospitality systems (PMS, POS, CRM, ERP) preferred.
- Strong understanding of network infrastructure, cybersecurity, and cloud solutions.
- Certification in ITIL, CompTIA, or Microsoft systems desirable.

Skills and Competencies

- Excellent problem-solving and analytical skills.
- Strong leadership and project management abilities.
- Knowledge of cybersecurity frameworks and risk mitigation.
- Excellent communication and interpersonal skills.
- High attention to detail and organisational discipline.





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Working Conditions

This is a full-time management position based at Grand Royale Group's head office in Gold Coast, Queensland, with regular site visits to hotels and restaurants. The role may involve occasional after-hours work for system upgrades, troubleshooting, or emergency support.

Key Performance Indicators (KPIs)

- System uptime and reliability.
- Response and resolution times for IT issues.
- Compliance with cybersecurity and data protection standards.
Staff satisfaction with IT support.
- Successful implementation of digital transformation projects.

Company Values and Culture

Grand Royale Group values innovation, reliability, and collaboration in technology. The organisation encourages continuous improvement and a proactive approach to system management. The IT Systems Manager plays a key role in ensuring technology supports operational excellence and enhances the guest experience.

Career Path

This role provides advancement opportunities into senior technology leadership positions such as IT Director or Chief Information Officer within Grand Royale Group or the broader hospitality industry.

