



**About our Sample Information Technology (IT) Jobs Descriptions for Clubs:**

The HFTP Americas Research Center has developed example job descriptions for IT positions in private clubs. The process involved reviewing sample job descriptions and compiling the information into standardized job descriptions.

**TABLE OF CONTENTS:**

<b>Job Title</b>	<b>Page No.</b>
Information Technology Support Technician .....	2
Director of Information Technology .....	4



## Information Technology Support Technician

The information technology (IT) support technician assists users with IT troubleshooting, training and installations. The position also increases user knowledge of desktop software and systems; increases efficiency and reduces duplication of effort; and maximizes usefulness of software and equipment.

### Duties

#### ***Essential Functions:***

- Provide excellent customer service to members, guests and coworkers.
- Ensure a clean and safe environment.
- Know and embrace the club mission statement and customer service standards.
- Maintain hardware and desktop software standards for all users.
- Troubleshoot hardware problems; resolve directly or refer to outside maintenance provider.
- Troubleshoot software problems; resolve directly or refer to outside maintenance provider.
- Install, upgrade and retire hardware and software.
- Determine and implement optimum software configurations for user workstations.
- Manage user desktop support and training for Windows, word processing, spreadsheet, email, Internet and presentation graphics software.
- Provide user training for desktop software including one-on-one and computer-based training.
- Maintain system and data security, access control and anti-virus initiatives.
- Manage email and Internet access systems.
- Enhance technical proficiency with ongoing professional training.

#### ***Additional Job Duties:***

- Special projects as assigned by management or ownership.

*(Description continues on page 3)*



## Information Technology Support Technician *(continued)*

### Job Requirements

#### ***Required:***

- Bachelor's degree in information technology or related fields, or technical degree.
- 1-3 years of experience as an IT technician.
- Excellent communication, presentation, documentation and project management skills; ability to manage multiple projects and job assignments.
- Mobile device technologies, digital cameras and scanners.
- Hardware troubleshooting and upgrade experience.
- Understanding of the relationship between RAM, processor speed and hard drive space and how it affects the performance of the computer.
- Ability to regularly stand, walk, and lift and/or move up to 50 lbs.

#### ***Preferred:***

- Exposure and management of hybrid, networked environments using current, appropriate technology.
- Desktop support and maintenance of Windows Professional operating systems.
- Printers and printing technologies: troubleshooting printing problems.
- Scanning and scanning technologies: troubleshooting and ability to train users.



## Director of Information Technology

The director of information technology maintains network operations and security; increases user knowledge of desktop software and systems; interfaces with equipment and software vendors; reduces inefficiency and duplication of effort; and maximizes usefulness of software and equipment.

### Duties

#### ***Essential Functions:***

- Contribute to the development of specific area operating policies, programs and/or procedures consistent with the club's general policies and strategic direction and objectives.
- Work closely with senior managers, supervisors and staff to provide strategic IT planning and services.
- Manage network and POS infrastructures.
- Maximize performance and reliability of network operations.
- Maintain system and data security, access control and anti-virus initiatives.
- Manage email and Internet access systems.
- Maintain hardware and desktop software standards for all users.
- Interface with outside vendors as needed to support existing and new technologies.
- Install and/or upgrade new hardware and software.
- Determine and implement optimum software configurations for user workstations.
- Maintain and coordinate hardware warranty and maintenance relationship with outside vendor(s).
- Troubleshoot hardware problems; resolve directly or refer to outside maintenance provider.
- Manage user desktop support and training for Windows, word processing, spreadsheet, email, Internet and presentation graphics software.
- Provide user training for desktop software including one-on-one and computer-based training.
- Enhance technical proficiency with on-going professional training.
- Implement disaster recovery, back-up procedures and information security and control structures.
- Prepare the annual budget, schedules, and expenditures; analyze variances, and initiate corrective action as needed.
- Supervise and manage information technology staff including: interviewing; selecting and training staff; planning and assigning work; and appraising performance, rewarding and disciplining staff.
- Provide excellent customer service to members, guests and coworkers.
- Ensure physical areas are well appointed, clean and maintained.
- Ensure compliance with all applicable health and safety standards and regulations.

*(Description continues on page 5)*



## Director of Information Technology *(continued)*

### ***Additional Job Duties:***

- Special projects as assigned by management or ownership.

### **Job Requirements**

#### ***Required:***

- Bachelor's degree in information technology from accredited four-year college or university.
- A proven track record, with a minimum of 4 years in a supervisory or management capacity at a private club, sport/recreation facility or equivalent service-related field.
- Excellent communication, writing, public speaking and negotiation skills.
- An approachable personality with strong leadership and ambassadorial skills.
- Installation, configuration and administration experience on desktop, laptop, tablet, hardware and operating systems.
- Installation, configuration and administration experience with managed and unmanaged wireless products including routers, bridges and access points.
- Installation, configuration and administration experience with networking switches, virtualized subnets, fiber cabling and connectors.
- Ability to work cooperatively with key team members, departments and vendors.
- Committed to learning by keeping current with all emerging IT technologies through relevant blogs, webcasts, online tutorials, conference and workshop attendance.
- Possesses passion, integrity and energy.
- A team player who can lead, organize, engage and train staff effectively.
- Proven ability to enhance performance, through effective delegation, goal setting, coaching, empowerment, and recognition.
- High standards of ethics, honesty, and integrity.
- Strong business acumen complemented by financial and entrepreneurial skills.
- Ability to work in a variety of environments and to stand, walk and climb as needed.
- Must be on call, able to work nights, holidays and weekends as needed.

#### ***Preferred:***

- Advanced degree in information technology preferred.
- Previous experience in club or hospitality related information technology.