



**Description Cluster IT Specialist**

Posting Date Nov 24, 2019

SHERATON SAMOA AGGIE GREY'S HOTEL / FULL-TIME

Install, configure, manage, maintain, test, evaluate, and repair computer networks, workstations, support server system(s), supporting hardware/software, user accounts, and computer/telephone rooms. Train/instruct users in proper use and security of all systems. Troubleshoot/repair/resolve technical problems/issues related to computer hardware/software/LAN and WAN/internet. Respond to program error messages. Provide network communications support and technical guidance. Refer major problems to vendors/technicians. Analyze, recommend, and implement process improvements. Consult with others to assess/analyze/resolve computing needs and system requirements. Inspect, test, and diagnose computer equipment/systems. Plan and coordinate information technology-related equipment installations, moves, additions, changes, and system enhancements. Plan, coordinate, and implement network security measures. Provide end-user support for all applications. Plan and manage disk space for entire network. Maintain accurate inventory of all technological devices. Enter commands and activate controls on computers and equipment. Ensure backup tapes are locked in a fireproof safe.

Follow all company policies and procedures; report accidents, injuries, and unsafe work conditions to manager. Maintain confidentiality of proprietary information; protect company assets. Address guests' service needs; assist other employees. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Serve as role model and first point of contact of the Guarantee of Fair Treatment/Open Door Policy process. Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations/standards; identify, recommend, develop, and implement new ways to increase organizational efficiency, productivity, quality, safety, and/or cost-savings. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds. Stand, sit, or walk for extended periods of time. Enter and locate information using computers/Point of Sale (POS) systems. Move up and down stairs/ramps. Perform other reasonable job duties as requested by Supervisors.

Please apply on our website <http://www.careers.marriott.com/> and search for the role under Samoa or send your CV to [aipopo.galuvao@sheraton.com](mailto:aipopo.galuvao@sheraton.com)



Sheraton Samoa Aggie Grey's Hotel, Apia, Samoa