

BE PART OF OUR SUCCESS STORY

HEAD OF IT

WHO WE ARE

We are part of NextGuest Technologies, an integrated hospitality technology + digital marketing company comprised of HEBS Digital and Serenata CRM. Combining our cutting-edge technology with innovative strategy, design, and digital marketing expertise, we are closing the loop on the travel journey with the first fully-integrated guest engagement, acquisition, and marketing platform.

Combining 20 years of hospitality experience with the energy of a start-up, Serenata CRM turns big data into smart useable data. Serenata CRM is one of the leading providers of e-marketing and CRM solutions for the hospitality industry. By integrating guest information with various systems, our Serenata CRM Suite provides a comprehensive 360° view of the guest. Engage guests from the moment the booking is made, enhance their experience while on property, and inspire them to book another stay. With our Serenata CRM Suite your guest data, one of your hotel's most precious assets, is put to good use to engage guests before, during and after their stay, to fuel loyalty throughout the customer lifetime journey, and to acquire new "best" guests.

WHAT WE OFFER

Serenata is pursuing a growth strategy and we are continuously aiming to provide first class consulting and guidance to our global customers. The ideal candidate will have a hands-on, customer-oriented mentality, a structured working style, is not scared to think outside the box and can share their enthusiasm about new ideas with all relevant stakeholders. Flexible working hours, an agile work environment, quick decision making, and shared lunch breaks on our rooftop terrace are part of our unique corporate culture.

YOUR JOB

- Ensure organization IT infrastructure availability and security and be the first point of contact in this regard.
- Coordinate in close collaboration with DevOps team stakeholder and business partners in order to develop implementation strategies of products & solutions securely and effectively
- Develop customized IT project and ensure compliance to all business objectives
- Prepare business goals and ensure optimization of business; develop an annual IT plan according to business requirements

- Administer effective delivery of all IT projects with appropriate budget and timeframe
- Evaluate current system and technology and recommend modification to present modules to ensure effectiveness and security.
- Run regular vulnerability and penetration tests with related management reporting to identify potential security issues
- Work cross-functional with DevOps, Customer Success, Product Management and Development to identify potential synergies e.g. faster deployment, automated installation services, scalability of solutions, establish and maintain security standards
- Provide technical support to all IT related services (internal support & data center operation)
- Administer maintenance, licensing and purchase of all information technology software and hardware and negotiate best deal with suppliers of hardware and software
- Make suggestions to optimize data center resources, increase productivity and bring down costs
- Developing standard operating procedures allied to best practice in compliance with SLAs, and ensuring written protocols and guidelines are provided for it staff and all end-users
- Ensuring written documentation is created and maintained, to include user and system manuals, license agreements and all documentation relating to modifications and upgrades.
- Manage a small team of 1-2 employees

YOUR PROFILE

- A degree in IT or any related field with +5 years of professional experience
- Experience in managing difficult situation
- Good knowledge in the administration of Microsoft products (Client, Server, ADS, IIS, Exchange, MS SQL Server), virtualization (VM Ware, Hyper-V) as well as network hardware and services (router, firewalls, VPN); Knowledge of state-of-the-art cloud architectures
- Good command of German and English; Understanding of hospitality sector is a plus

If you are looking for a new challenge in an innovative, international company, where you will have the opportunity to shape and influence the business with the results of your work, where you will be surrounded by an engaged and fun team, Serenata is your next stop! Do not hesitate to send us your application including cover letter and CV.

APPLY NOW

Give us a call at +49 89 92 90 03-0 or send your application via email to career@serenata.com.

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