



Job Description

Job Title: Information Technologies Manager
Location: Homewood Mountain Resort
Department: IT
Reports to: GM and Finance Director
Employment Status/Type: Full time, Year Round
Compensation: DOE

Job Summary

Responsible for all Information Technology Systems across Homewood Mountain Resort, West Shore Cafe, and Homewood High and Dry Marina.

Duties and Responsibilities

- Promotes and exemplifies the Homewood culture of exceptional guest service, team work, innovation, and fun! Works well independently and with others. Enjoys “pitching in” whenever and wherever assistance is needed. Conducts and shows a high level of professionalism. Values our safety culture, our community, and maintaining a healthy, sustainable environment. Ensures that guests and employees have a fun, safe, and memorable experience. Asks questions, shares concerns, or gives ideas on innovation and efficiencies that improve both the guests’ and employees’ experience.

Skills and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties:

- Work cohesively with other resort managers and partners towards mission and goals of the company.
- Provide client support via in-person, email, phone and other electronic medium requests
- Maintain comprehension of industry trends and research of how Homewood can be at the leading edge of technology.
- Responsible for developing, implementing and maintaining a companywide IT Security Policy.
- Provide training to clients in the use of our systems and applications as related to duties and responsibilities.
- Develops and maintains the IT Department Fiscal Budget
- Obtain general understanding of OS and Application operations related to company offered services.
- Identify and correct or advise, on operational issues within the IT Infrastructure.
- Perform creation of new accounts using company provided software tools.
- Design implement and monitor networks to ensure security and availability to company employees and guests.
- Ensures Homewood’s IT infrastructure is implemented and maintained in line with company standards.
- Configure, install, and administer servers, POS systems, desktops, laptops, printers, routers, switches, firewalls, phones, software deployment, security updates and patches.
- Maintains vendor relationships, procures pricing and technical specifications for equipment and projects on a continuing basis.
- Ensures the IT department and employees are in accordance with its Department Operating Plan (DOP)
- On-call support required outside normal business hours as needed.
- Strong understanding of Cisco IOS and Microsoft Operating Systems (Windows 7, 10, Server 2012 and Server 2016).
- Strong understanding of Active Directory, TCP/IP, Subnetting, DNS and DHCP.
- Experience with Microsoft Office 365 Suite (Word, Excel, Outlook, SharePoint and PowerPoint).
- Experience with VOIP PBX systems.
- Experience with AV equipment and supporting AV events.



- Experience managing budgets within an IT environment.
- Experience with RTP and Aloha POS systems preferred.

- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Directly supervise one employee in the IT department
- Interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Snow removal as required
- Ski Resort experience preferred; Intermediate skiing and/or snowboarding ability highly desirable.

- Have excellent communication, analytical, and interpersonal skills.
- Able to work independently, unsupervised, and efficiently to meet deadlines.
- Ability to work in a fast-paced environment while maintaining a high level of accuracy and courtesy.
- Must be at least 18 years old.
- Must be able to work in the United States.
- Must have a valid driver's license with at least 3 years of driving experience.
- Driving record must meet our standards.
- Must meet criminal background standards.
- Must be able to communicate effectively in English.
- Must maintain a well-groomed and professional appearance.
- Must be able to wear a uniform.
- Must enjoy serving people and having fun!
- Must display top notch customer service skills.

- **Language Skills:**
 - Literate and fluent in English.
 - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
 - Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
 - Additional language(s) desirable.
- **Mathematical Skills:**
 - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.
 - Ability to apply concepts of basic algebra, geometry, and trigonometry.
 - Ability to calculate figures and amounts such as fractions, percentages, ratios, proportions, area, circumference, and volume to practical situations.
- **Reasoning Ability:**
 - Ability to apply common sense understanding to carry out instructions furnished in oral, mathematical, or diagram form.
 - Ability to deal with problems involving several concrete variables in standardized situations
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Education and/or Experience:**
 - Bachelor's degree (B.A. or B.S.) or 4+ years related experience and/or training; or equivalent combination of education and experience.
 - Prior ski resort or hospitality experience desirable.
- **Certificates, Licenses, and Registration:**
 - A+ Certification desirable
 - Cisco certifications desirable
 - Microsoft MCSA certification desirable
 - Valid Class C Driver License with a driving record meeting the minimum standards required by Homewood's insurance carrier.



Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- Often required to use the computer. Specific vision abilities required by this job include close vision, distant vision, color and peripheral vision, depth perception, and ability to adjust focus.
- Ability to lift/move 25 lbs. or more and occasionally lift and/or move up to 50 lbs.

Equipment Used

- Telephones, PC, database, office supplies, and filing cabinets
- Handheld radio
- Cash registers
- Snow removal equipment

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Harsh outside weather conditions.
- Occasionally exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; explosives; and vibration.
- Noise level in the work environment is usually loud.
- Frequently exposed to moving mechanical parts.
- Small work area environments are possible.

Employee Name: _____

Employee Signature: _____

Date: _____

Employment with Homewood Mountain Resort is “at will” for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Homewood terminate employment relationship at any time without notice or cause.