

Manager - Hotel Technology - The Student Hotel Headquarters



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentieX.nl/x-941304-z>

The Student Hotel is where people come to have the time of their lives. We're rethinking what it means to be a design hotel for a new generation, creating boundary-blurring spaces for creatives, entrepreneurs and anyone in between. We move fast, but we put our heart into it every step of the way. TSH is a lot of things, but mostly it's a bunch of incredibly fun, quirky and ambitious people with a whole lot of fresh ideas — and we think you'll fit right in. Let's see what TSH can mean for you.

You'll find a special kind of vibe at TSH. We're game changers on a mission — to create incredible spaces that inspire people physically and mentally, so they can discover their purpose and go change the world.

Working at The Student Hotel means getting an amazing chance to discover your purpose and change the world. We care about our people, and constantly give them chances to grow. As our heroes' stories show, there are loads of opportunities to move up — especially because we're growing so fast.

We also care a lot about our planet, we have strived to make 10% of our business socially relevant in everything we do. To inspire ourselves and our partners we have introduced the 10% ambition; a clear goal to do things better and generate more positive impact. . Of course we're also hard at work reducing our impact on climate change by designing all of our buildings to be energy efficient and sustainable, but also by making small changes — for example, we recently removed all plastic straws from our locations.

Yes, we've got huge ambitions, but we believe in them like nothing else. Are you ready to be part of our connected community?

Our vision on the future of work is to create a world where everyone can live, work, play and grow. How do we achieve it? Through our exceptional international team of lively, smart and motivated people that embrace the student spirit and bring it to life every day.

We have big plans. By 2020 we aim to have 6 locations across Europe. That's 26,000 rooms and almost one million square meters of shared spaces. Beyond brick and mortar, our new TSHLife app and



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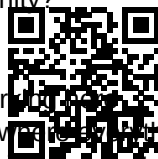
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digital platform is also ready to connect nearly a million current and former co-living and co-working guests.

In 2019, we're in a phase of hyper growth. After opening 12 operational hotels in our scale-up phase, we're evolving into an industry-leading company – redefining the concept of a hotel as the world knows it.

Why we need you

You are the champion developer of our hotel management systems and on-property technology, your decisions and actions will determine the rich, immersive engagement that will deliver inspiring ways for all our team members to deliver amazing guest and community experiences.

We need a passionate expert in hotel/property management systems who will partner with other brilliant technologists and digital thinkers to deliver and manage an operating architecture to activate our hybrid co-living, co-working, collaborating spaces, building up to over 65 locations across Europe.

You're comfortable in defining and coordinating complex, architecture, platforms, functionality and delivering a distinct property management system to activate experience across our amazing portfolio of properties. You will be a digital native who has an amazing brain to balance pragmatic development decisions while considering integration of web technology and an eye toward how the world will be in 2022!

Working as a subject matter expert alongside senior digital and technology leadership to establish and deliver a distinct technology stack, based on a Middleware architecture and partner with DevOps to create management systems that deliver strategic advantages that makes our TSH experience amazing. We are building a completely new technology stack, to redefine living in a hyper-connected community. Ready to jump on board?

What you'll be doing to make it happen

Daily operational leader for all Hotel Management Systems and On-Property Technology

Manage installation, configuration and support of all technology in Pre-Opening and Opening hotels

Maintain all Hotel Technology in optimized condition and implement any necessary additions or enhancements to individual systems and integrations

Be the platform owner for nominated key applications within the Network of Applications including Property Management System, Payment Platforms, POS and other hospitality systems

Accountable for the reporting of all hotel technology system performance

Develop business cases based on quantitative and qualitative data to support the platform evolution

Overseeing and maintaining daily operational relationships with several technology suppliers and systems that will enhance the hotel technology stack

Documenting operational processes around staff and guest-facing systems, creating all SOPs and support documents, monitoring/ensuring compliance

Assess existing technology and applications to establish opportunities for process and performance

optimization

Evaluation of hardware and software, including asset management life cycle of existing platform
Work with senior leadership on the research and analysis of emerging technologies that support current and future business objectives. Participate and contribute on enterprise technology evaluations and roadmap discussions with third party vendors
Develop technical documentation, policies and procedures for business application use and support.
Communicate technical standards to information technology teams and junior team members.

Job Requirements

Who are you?

A natural leader, balancing intellect with EQ to build and work in a team of brilliant people from a broad spectrum of cultures, beliefs and outlook

Extremely calm under pressure and can multitask with the best of them

Love conquering the biggest mountains

Challenge convention and always positive

Incredibly organized, and a detail-oriented person

A fun fanatic!

Proven background delivering Hotel/Property/Leisure Management Systems

Foundational knowledge of Middleware based system architecture and development

Experience and knowledge in delivery of integrations in operational systems including POS, RMS

Solid understanding of the Technology Stack life cycle & management methodologies

Strong level knowledge and application of system development

Familiar and ideally certified in project management best practices

Working knowledge of AGILE, JIRA, Confluence, MS Office, Tableau and Adobe Analytics

Background

Bachelor's degree / Masters Preferred in Computer Science, digital or IT specialisms

5+ years of delivering larger scale property and hotel technology solutions on a multinational scale

Highly familiar with deployment and operation of Property Management Systems, POS, Payment Platforms, CRM and other hospitality systems

5+ years of experience working alongside marketing, sales & hotel operations teams to develop and improve digital experience and solutions

Fluent English (written and spoken) with other European languages a significant benefit

What you bring to the table

Data Management skills (Migration, Querying, Modeling)

Expertise in system design/re-engineering and development required for business process i.e. (ERD, DFD, UML, Flow charts)

Knowledge of various system development methodologies and tools (SDLC, SSADM etc.)

Experienced trainer on Revenue Management Strategizing, Property Management Systems, Events Management Systems, Point of Sale Systems

What do we offer you?

An amazing work environment with a fantastic vibe and lots of positive energy

The opportunity to work at a dynamic, young, international organisation; we're a real game changer in the hospitality industry

TSH cares and gives you access to facilities including a great canteen, gym and awesome regular events

Ready, set, grow! You'll get the chance to learn and grow in your role, collaborating with other talented people that will challenge you every day

You'll receive a competitive salary and all the tools you need for your job

We want everyone to feel welcome and respected, and we go the extra mile to create a complete connected community. Our teams are diverse, representing more than one nationality, gender, religion, age, culture and personality. That's what makes our team so special. Did we get you excited? We'd love to receive your application! Just click the 'apply now' button below, answer a couple of questions and send us your CV/LinkedIn.