Hospitality Technology and Innovations Manager
Role and Task Descriptions

01/08/2026

NHG Practice Coordination

NHL STENDEN

Table of contents

Year 3: Reservations and Revenue Supervisor Fout! Bladwijzer niet gedefinieerd.

Year 3: Hospitality Technology and Innovations Manager

The Hospitality Technology and Innovations (HTI) manager is a key position within the hospitality organization, responsible for driving technological advancements and innovation to enhance operational efficiency, guest experience, and competitive advantage. This role involves overseeing the ICT infrastructure, identifying and implementing innovative solutions, and ensuring seamless integration of technology across all departments.

Key roles and responsibilities:

1. Technology Strategy:
    a. Develop and implement a comprehensive ICT strategy aligned with the organization's goals.
    b. Identify and evaluate emerging technologies and innovations that can improve operations and guest services.
    c. Create a roadmap for technology upgrades and new implementations.
2. ICT Infrastructure:
    a. Oversee the installation, configuration, and maintenance of hardware, software and network systems.
    b. Ensure the security, reliability, and scalability of the ICT infrastructure.
    c. Monitor system performance and troubleshoot issues to minimize downtime.
3. Innovative Solutions:
    a. Identify opportunities for technological innovation in guest services, operations and business processes.
    b. Lead project to implement new technologies, such as mobile apps, automation, AI, etc.
    c. Collaborate with vendors and partners to integrate innovate solutions.
4. Project Management:
    a. Plan, execute, and oversee ICT and innovation projects from inception to completion.
    b. Define project scope, objectives, timelines and budgets
    c. Coordinate with cross-functional teams to ensure project success.
5. Data Management and Analytics:
    a. Implement data management and analytics tools to gather insights and drive decision-making.
    b. Ensure data integrity, security, and compliance with relevant regulations.
    c. Utilize data analytics to identify trends, improve operations and enhance the guest experience.

Cybersecurity:

   d. Develop and implement cybersecurity policies and procedures.
   e. Conduct regular security audits and vulnerability assessments.
   f. Educate staff on cybersecurity best practices and protocols.

6. Guest Experience Enhancement:
   a. Implement technologies that enhance the guest experience, such as digital check-in, smart room controls, and personalized services.
   b. Gather feedback from guests on technology usage and identify areas for improvement.
   c. Ensure technology is user friendly and accessible for all guests.
7. Staff Training and Support:
   a. Provide training and support to staff on new technologies and systems.
   b. Develop and maintain documentation and user guides for ICT systems.
   c. Offer ongoing technical support and troubleshoot issues as needed.
8. Budget Management:
   a. Develop and manage the ICT budget, ensuring cost-effective use of resources.
   b. Monitor expenditures and report on financial performance related to ICT-projects.
   c. Identify cost-saving opportunities through technology optimization.
9. Vendor and Stakeholder Management:
   a. Manage relationships with ICT vendors, service providers and consultants.
   b. Negotiate contracts and service agreements.
   c. Coordinate with internal and external stakeholders to align technology initiatives with business needs.

Top characteristics for this role:

- Ability to work collaboratively with cross-functional teams.
- Excellent organizational and time management skills.
- Ability to innovate and think strategically.
- Understanding of cybersecurity measures and best practices.
- Proficiency in data management and analytical tools.
- Strong project management skills with the ability to manage multiple project simultaneously.
- Expertise in ICT infrastructure, including hardware, software and network systems.


NHL
STENDEN