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## **Job Advertisement**

**Position Title:** Assistant IT Officer

**Department:** Information Technology(IT)

**Employer:** Mantis Kivu Marina Bay Hotel

**Location:** Rusizi (Kamembe), Western Province, Rwanda

**Reports to:** IT Officer / IT Manager

**Posting Date:** 29 January 2026

**Application Deadline:**

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## **About Mantis Kivu Marina Bay Hotel**

Mantis Kivu Marina Bay Hotel is a lakeside hospitality property located in Rusizi, Kamembe delivering warm Rwandan hospitality supported by international service standards. The hotel is committed to operational excellence, data security, innovation, and guest satisfaction through reliable and efficient technology systems.

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## **Main Role Purpose**

The IT Assistant Officer supports the daily IT operations of the hotel by ensuring the smooth functioning of technology infrastructure, systems, and guest-facing applications. The role contributes to system reliability, data protection, and timely technical support in accordance with hotel policies and best practices.

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## **Key Responsibilities**

### **IT Operations & Support**

- Provide first-level technical support for hardware, software, and network-related issues.
- Monitor, manage, and resolve IT support requests in a timely manner.
- Create and submit daily IT incident reports to the IT Officer.
- Escalate unresolved or critical IT issues to the IT Officer for further support.
- Support the deployment, upgrade, and maintenance of hotel systems including PMS, POS, and CRM platforms.

### **Systems, Network & Infrastructure**

- Assist in installing, repairing, and maintaining CCTV cameras, access points, switches, and servers.



- Make RJ45 patch cords, keystones, and run network cabling during IT operations.
- Support audiovisual equipment setup including mixers, projectors, speakers, microphones, and conference room systems.
- Ensure smooth operation of guest-facing technologies such as Wi-Fi and entertainment systems.
- Ensure server rooms and IDFs are clean, organized, and well maintained.

### **IT Assets & Security**

- Control and maintain IT assets including printers, IP phones, computers, and POS workstations.
- Conduct weekly cleaning and basic maintenance of IT devices.
- Apply and uphold data protection and system security standards in line with IT Officer/Manager directives.
- Assist with IT inventory and asset management processes.

### **Training & Collaboration**

- Educate and support staff on newly introduced technologies and IT best practices.
- Work closely with various departments to assess technology needs and propose suitable solutions.
- Contribute to IT project planning, coordination, and implementation.
- Perform other reasonable duties as assigned by the IT Officer.

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## **Minimum Qualifications & Experience**

### **Education**

- **Advanced Diploma (A1) or Bachelor's degree in Information Technology, Computer Science, or a related field.**
- Professional certifications such as **CCNA** are an added advantage.

### **Experience**

- At least **1 year of experience** in an IT Assistant or similar IT support role.
- Hospitality industry experience is an added advantage.



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### Key Skills & Competencies

- Strong working knowledge of **Windows and Linux operating systems**.
- Good knowledge of **printers, switches, servers, cameras, and access points**.
- Strong troubleshooting, analytical, and problem-solving skills.
- Understanding of audiovisual and conference technology support.
- Ability to manage IT assets effectively.
- Good communication and interpersonal skills.
- Team-oriented with a service-focused mindset.

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### Work Environment

- Hospitality-driven and guest-focused setting.
- Emphasis on teamwork, learning, and continuous development.
- Full-time, on-site role within a hotel environment.

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### What We Offer

- Employment in accordance with hotel policies and procedures.
- A professional working environment that supports learning and teamwork.
- Opportunities for skills development within the scope of the role.

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### Safeguarding & Equal Opportunity

Mantis Kivu Marina Bay Hotel is an equal opportunity employer. We value diversity and do not discriminate on the basis of gender, origin, disability, religion, or any other protected characteristic. Background checks and reference verifications may be conducted for the selected candidate

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### Required Application Documents

Interested candidates should submit the following documents in one merged PDF file:

- Application letter addressed to Mantis Kivu Marina Bay Hotel HR
- Updated Curriculum Vitae (CV)



- Copy of academic qualifications Copy of relevant professional certifications (if any)

### **Application Submission**

Interested candidates are invited to submit their applications via email to:

**Email:** hrofficer@mantiskmb.com

**CC:** it@mantiskmb.com

**. Only shortlisted candidates will be contacted for interviews.**