Hotel Solutions Support Specialist
Full time job in Olomouc, CZE

What should you be like?

• Able to work in a fast-paced environment, ready to work on your own or as part of a team
• Highly structured and organized, capable of managing your time against tasks
• Able to take feedback, learn quickly, and adapt to new situations
• Passionate for making and keeping customers happy
• Outgoing, social, ready to communicate with employees, customers, and partners across different countries and different organizational levels
• Having a genuine interest in technology
• Strong written and verbal German skills, C1 minimum.
• Strong written and verbal English skills

What should you have?

• Minimum of three years working in hotels and using Hotel CRS or PMS systems, such as Protel, Mews, HotelTime or Opera
• Working in a hotel IT team is a big plus!
• Familiarity with typical hotel operational processes
• Familiarity with MS Office software or Google Suite for typical usage - email, documents, and spreadsheets

What will you do?

• Using the knowledge of PMS, hotel environments, and hotel operations, the Hotel Solution Support Specialist will work with Sciant's hospitality technology customers, helping them
• install,
• configure and
• support PMS Integrations for their end-customers - the hotels.

The role will evolve as the company grows, but the main focus will be to:

• Configure PMS related services and integrations
• Investigate and resolve specific issues raised by customers on the integrations
• Test and certify newly built solutions and functionalities

1 | **CONTACT US**
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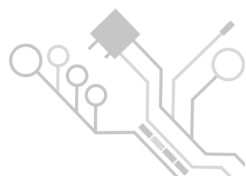
Sciant offers:

• Flexible working hours
• Friendly team of motivated and dedicated IT professionals
• Attractive salary and compensation package
• Interesting and challenging projects across different technologies and industries
• Regular workshops and paid certifications
• Growing within a successful company

If you find the position interesting, please send us your CV in English.
Contact email: michaela.chlandova@sciant.com

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