Job Title: Regional IT Program Manager - Hospitality Systems & Digital Transformation

Location: Dubai, UAE

Company: Leading Global Hospitality Tech Solutions Provider

Reports To: VP, Operations - EMEA Region

Job Overview:

We are seeking an experienced and dynamic Regional IT Program Manager with deep expertise in hospitality systems such as Oracle HSD (Micros, Opera), Infrasys, and ERP deployments. The ideal candidate will lead digital transformation initiatives and enterprise-scale technology rollouts across hotels, leisure, and retail verticals in the Middle East and Africa.

Key Responsibilities:

- Own full-cycle delivery of hospitality IT solutions across 100+ hotel and retail properties.

- Manage the transition and integration from legacy Micros POS systems to Infrasys Cloud across IHG, Accor, and Marriott brands.

- Lead complex payment solution deployments including Shiji Payments and Sage Asset Management.

- Collaborate with stakeholders (e.g., NEOM, Emirates Leisure, AKI Group) to define IT strategy, budgets, KPIs, and implementation timelines.

- Architect scalable enterprise network solutions, integrating Oracle ERP, CRM (Primavera), and HRMS platforms.

- Execute health checks, preventive maintenance plans, and disaster recovery strategies for clients.

- Drive technical workshops, end-user training, and regional partner enablement sessions.

- Coordinate with cross-functional teams to deliver seamless customer experiences and 24/7 SLA adherence.

Preferred Skills & Qualifications:

- 20+ years of proven IT project and operations management experience in hospitality tech.

- Hands-on expertise with Oracle HSD, Infrasys, Opera PMS, Primavera, SharePoint, and Cisco network devices.

- Strong working knowledge of SQL, Oracle DB, security firewalls (Cyberoam), and backup systems.

- Demonstrated leadership in managing high-impact regional projects across UAE, KSA, Egypt, and Qatar.

- Oracle Simphony Certification (preferred), MCP, and other relevant tech certifications.

- Bachelor's degree in Computer Science or equivalent with additional PG Diploma in IT Hardware.

Why Join Us?

- Shape the digital future of premium hotel chains and luxury retail networks.

- Work with forward-thinking clients like NEOM, IHG, Emirates Palace, and Costa Coffee.

- Lead a high-performing cross-cultural team with support from global centers of excellence.