



WORAWIT CHONGJAROEN

IT SPECIALIST

CONTACT

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SKILLS

- Adobe Photo
- Google APP
- MS Office
- Comanche PMS
- Fromas PMS
- Troubleshooting
- Networking
- Hardware Installation
- Software Installation

PERSONAL

- Age : 34
- Relationship : SINGLE
- Nationality : THAI

REFERENCE

- Satjapol Pituck-Thai
General Manager
 0959571921

EDUCATION

- Degree:** Bachelor of Science
Institution: Bansomdejchaopraya Rajabhat University
Major: Computer Science
GPA: 2.81
Year of Graduation: 2015

WORK EXPERIENCE

- February 2023 – Present: Assistant IT Manager at Divalux Resort and Spa, Samutprakran
 - Oversees and manages the hotel's entire IT system, including networks, servers, hardware, and software.
 - Understands Domain Controller, VMWare, NAS, CCTV, Firewall , PABX , and POS systems.
- May 2022 – October 2023: IT Supervisor at Baan Haad Ngam Boutique Resort and Villa, Samui
 - Managed PMS, Comanche, NAS, CCTV, internet, Firewall, and hardware.
 - Designed sales materials and managed the hotel's social media.

JOB DETAILS

- Understanding of Server Operation, Back Office, Restaurant, Telephone, and Internet systems.
 - Understanding of CCTV systems (IP Camera, NVR).
 - Understanding of PABX systems. (SV9300PRO)
 - Understanding of conference systems.
 - Ability to manage IT asset management systems.
 - Ability to perform IT preventive maintenance.
 - Understanding of Domain Controller systems to manage user-level policies for system access.

OTHER ABILITIES

- Website development using HTML, PHP, JS, CSS, and knowledge of MYSQL.
 - Photography.
 - Can operate a motorcycle and a car.

Detailed Responsibilities

1. Server and System Operations

- **Server Maintenance:** Monitor and maintain the health and performance of all physical and virtual servers to ensure high availability. This includes performing regular updates for operating systems (OS), applying security patches, and managing related server software.
- **Back Office System Management:** Oversee and support back-office applications, such as accounting, procurement, and Human Resource Management (HRM) systems, ensuring they function correctly and integrate seamlessly with other platforms.
- **Restaurant System (POS) Support:** Manage and troubleshoot the Point of Sale (POS) system, restaurant management software, receipt printers, and other peripheral devices to ensure uninterrupted customer service.
- **Telephone and Internet Systems Management:** Ensure the stability and performance of the company's internet connection, as well as the internal network (LAN/Wi-Fi). Manage and resolve issues related to the corporate telephone system.

2. Security System Management

- **Understanding of CCTV Systems:**
- **Installation & Configuration:** Capable of installing and configuring IP Cameras and Network Video Recorders (NVRs).
- **Monitoring & Maintenance:** Actively monitor the CCTV system's operational status, verify data recording, and retrieve video footage upon request.
- **Troubleshooting:** Diagnose and resolve common issues such as camera failures, connectivity problems, or recording errors.

3. Communication System Management

- **Understanding of PABX Systems (specifically SV9300PRO):**
- **User Management:** Ability to add, delete, and modify user extensions and profiles on the SV9300PRO PABX system or similar models.
- **System Configuration:** Perform basic configurations, including setting up call forwarding, configuring auto-attendants, and managing outbound call permissions.
- **Maintenance & Troubleshooting:** Conduct routine maintenance and resolve issues when internal telephone lines are malfunctioning.
- **Understanding of Conference Systems:**
- **Setup & Preparation:** Prepare and set up audiovisual equipment for meetings, including projectors, sound systems, microphones, and video conferencing units.
- **User Support:** Provide technical assistance and guidance to employees on how to operate conference room equipment.
- **On-site Troubleshooting:** Quickly resolve technical issues that may arise during meetings, such as display problems or audio failures.

Detailed Responsibilities

4. IT Asset Management

- **Asset Inventory:** Create and maintain an up-to-date database of all IT assets, including desktops, laptops, printers, and network hardware.
- **Asset Allocation:** Manage the issuance and retrieval of IT equipment for employees, including processing new requests and collecting assets from departing staff.
- **Software License Management:** Track and manage software licenses to ensure compliance and avoid unauthorized use.

5. IT Preventive Maintenance (PM)

- **PM Planning:** Develop and implement a regular schedule for preventive maintenance on all IT equipment and systems (e.g., monthly/quarterly) to minimize downtime and prevent failures.
- **Perform PM Tasks:** Execute planned maintenance tasks, such as cleaning hardware, checking server performance, performing data backups, and verifying the integrity of backed-up data.

6. User Access & Policy Management

- **Understanding of Domain Controller Systems:**
- **User Account Management:** Create, modify, delete, and unlock user accounts within Active Directory.
- **Policy & Permission Assignment:** Manage user access rights to files, folders, and various systems through Group Policy to enforce company security standards.
- **Security Enforcement:** Implement and enforce security policies, such as password requirements and login restrictions, and monitor for unauthorized access to protect corporate data.