Topgolf is an innovative entertainment concept with high-tech gaming, climate-controlled hitting bays, a chef-driven menu, hand-crafted cocktails, music, corporate and social event spaces. There are more than 60 locations globally with 23 million visitors per year. Greenreb is Topgolf's partner and in this capacity establishes and operates Topgolf venues in Central Europe.

IT Manager – 100%
Location: Topgolf Venue in Oberhausen (NRW), Germany
Start date: April or May 2021

About this position:
- You will be the IT leader of Topgolf's newest venue in Oberhausen (NRW)
- In this role, you will be responsible for the core technology that makes Topgolf unique
- You are part of a dynamic management team which leads approximately 400 associates
- Your role is critical in successfully delivering the unrivaled Topgolf experience to our guests
- You can expect flat hierarchies, a fast-paced environment and attractive career opportunities

Your tasks:
Prior to opening the Oberhausen venue:
- Work with the Head of IT to define and set up venue software and infrastructure
- Work with Topgolf/vendors (e.g., media technology, networking) to support venue delivery
- Visit international Topgolf venues for onboarding and training (COVID permitting)

After opening the Oberhausen venue:
- Guide and coach facility/operations management to ensure flawless IT infrastructure
- Monitor, identify, isolate, and resolve system problems to avoid impact on the business
- Manage event technology, e.g., meeting set up, sound-checks and audio/visual connections
- Perform audits on Topgolf game software, networking Audio/Visual systems and PCI audits
- Install software updates on POS terminals, custom game panels and RFID readers
- Participate in Venue Leadership meetings to drive alignment on IT updates/projects/issues
- Provide Venue Leadership with technology reports when required
- Document recurring issues and resolutions and automate handling when possible
- Assist in new product pilots and roll out to other departments and clients

Your Profile:
- 3-5 years of experience in similar function
- Proven ability to influence and lead others in a multi-functional environment
- Ability to interpret and explain technology issues to Venue Leadership
- Strong written and verbal communication skills (German & English)
- Previous ticketing system knowledge (e.g., JIRA or ServiceNow)
- Analytically strong, reliable, self-motivated, strong sense of ownership
- Technical working knowledge of MS Windows and familiar with iOS/Android
- Network troubleshooting skills desirable
- PC Hardware and troubleshooting basics

Please send your CV and a cover letter via E-Mail to jobs@topgolfoberhausen.com or via ordinary mail to Greenreb Deutschland GmbH, c/o Regus, Centroallee 273/277, 46047 Oberhausen