



What is a Hotelier's Network Administrator?

A hotelier's *Network Administrator* is a computer professional that performs the installation and the maintenance of a hotel's computer network infrastructure. Hotel management and the Network Administrator manage and operate the hotel's network and are responsible for maintaining the hotel's Payment Card Industry (PCI) compliance and other ongoing data security at the hotel. AutoClerk is responsible for maintaining the validated payment application status of its payment applications. As specified in AutoClerk's system specification, the Network Administrator must, at minimum, be Microsoft MCSA certified. Per PCI Security Standards Council, a Network Administrator must follow Payment Card Industry Data Security Standards (PCI DSS) as defined in AutoClerk's Payment Application Data Security Standards (PA-DSS version 2.0) Implementation Guide for AutoClerk Property Management System (PMS) Version 9.

Do not try to do it yourself! Managing secure computer networks, installing hardware and running cable can be a very time consuming and complicated job. Any savings you might think you gain doing this yourself disappear when you consider the confusing hours spent learning, correcting errors and dealing with downtime, service calls and the direct negative impact on guest satisfaction, employee satisfaction, management workload and your hotel's financial performance. Getting it wrong can lead to substantial fines and penalties in the event of a data breach. Hiring an experienced firm to do the work gives you peace of mind, business security and maximizes your return on investment and profits.

Network Administrator duties include:

- Installation, setup and maintenance of all computer hardware and network infrastructure
- Installation and setup of all software except software authored by AutoClerk
- Oversight of the installation/setup of AutoClerk PMS software
- Establish and enforce anti-virus/spyware/adware/malware policies
- Establish and enforce a global computer use policy
- Establish and enforce Internet browsing policies, e.g. content filtering, white/black listing, etc.
- Set local & domain policies such as desktop lock down & sharing permissions
- Implementation and maintenance of a hardware internet firewall device
- Non-AutoClerk data backups (AutoClerk backup options are posted at www.myautoclerk.com)
- Installation of Shift4 Universal Transaction Gateway (UTG) on hotel's server

To ensure all AutoClerk PMS functions, features and interfaces perform as specified, please make sure your Network Administrator follows all the AutoClerk installation guidelines as specified in www.myautoclerk.com. By following the AutoClerk specifications you will minimize installation time, maximize long-term operational stability, minimize costs and allow AutoClerk to provide the best support possible.

If you do not have a designated network administrator, please consider AutoClerk's strategic partner, **Technology At Work**. Technology At Work has invested the time to learn AutoClerk requirements and has been providing reliable network service and support for many AutoClerk customers across the USA for many years. Technology At Work's phone number is 800-399-5295 and website is <http://www.technologyatwork.net/products/autoclerk-hardware>.