

<b>Assistant Manager, IT Operations and User Services</b>	<b>Post Date : 1 April 2020</b>
<b>Robotics and Artificial Intelligence Division</b>	<b>Deadline: 15 April 2020</b>
<b>Ref: MIS271/HKCS/010420</b>	<b>HKCS</b>

**Job Duties:**

- Work with vendors to design and build network infrastructure, servers, systems (e.g. ERP, O365, Cloud) and user devices (e.g. PCs) for a new office and R&D workshop
- Provide 1st line IT technical support for user office work, system security patches deployment, system daily health check, data backup, IT asset management, and disaster recovery drill.
- Being a team member in handling IT projects, acquire necessary skills to support the daily operation of the systems.
- Review and endorse IT procurement request.
- Handle user accounts administration, file access right, provide on-site troubleshooting, software installation and carry out IT equipment deployment, collection and disposal.
- Handle production change to ensure operational or system changes are scheduled, recorded and tracked. Issues are thoroughly investigated and responded timely through incident management process.
- Dual report to direct supervisor and functional head

**Job Requirements:**

- Bachelor Degree from disciplines such as Computer Science or equivalent with 2 years relevant working experience
- Familiar in Microsoft Active Directory, File and Print service, VMWare vSphere, O365, network support, IT operations security and data backup
- Be a fast learner in new technology, possess strong problem solving and trouble-shooting skill
- Good team player with excellent communication skills and willing to work with multi-national teammates
- Mature, self-motivated, multi-tasking, able to work independently and under pressure
- Good command of both written and spoken English and Chinese, and Putonghua
- Applicants may be considered for other positions if not matching the requirements of the subject position.

## **Applications:**

HKPC will take into consideration both the quantitative and qualitative requirements of the post when selecting the suitable candidates. A competitive salary package commensurate with academic qualifications and experience will be offered.

Applicants should send application, together with a detailed resume, current and expected salary and contact telephone number by email to [rmis27119@hkpc.org](mailto:rmis27119@hkpc.org) (quoting the reference number on the subject heading) **on or before 15 April 2020**.

Applications not quoting reference number will lead to late processing.

Personal data collected will be used for recruitment purpose only. Candidates not invited for interviews within 6 weeks may consider their applications unsuccessful and the applications will be disposed by HKPC within 12 months.