

PCCW Solutions, the IT flagship of PCCW Group, is a leading IT services company in Hong Kong and mainland China. We adopt the latest technology to help clients create business value and success in the ever-changing economic environment. We offer a wide range of services including digital solutions, IT and business process outsourcing, cloud computing, system development and solutions integration, data centers, hosting and managed services, e-commerce and IoT solutions. PCCW Solutions is committed to meeting customer needs to help them achieve business goals.

## **Technical Associates**

### **1. IT Help Desk Support**

- Responsible for day-to-day support in our IT Help Desk Team
- Handle inquiries, incidents and problems via phone, email and fax
- Perform Tier-1 trouble shooting and problem analysis on IT services
- Coordinate with both internal technical support teams and external vendors for scheduled and non-scheduled activities
- Keep track of incident throughout the incident lifecycle
- Perform shift duty

### **2. Systems Administration**

- Responsible for day-to-day support in our IT Service Management Center
- Perform network and systems monitoring to ensure service availability and stability
- Carry out computer operation tasks according to scheduled and standard procedures
- Perform shift duty

### **3. Data Centre Operations**

- Responsible for day-to-day support in our Data Center
- Coordinate with both internal technical support team and external vendors for scheduled and non scheduled activities

- Ensure our Data Center is operating up to standard by keeping and summarizing the record of the environmental data

- Perform shift duty

## **Requirements**

Higher Diploma in Computer Science, Information Technology or related disciplines

Experience in IT related field is preferred

Initiatives to learn with positive attitude and responsible

A good team player with analytical & problem-solving skills, self-motivation and good interpersonal skills

Good command of spoken and written English and Chinese

**Fresh graduates will also be considered**

Interested candidates are encouraged submit their CV/ resume along with the current and expected salaries to this link:

<https://pccw.taleo.net/careersection/ex/jobsearch.ftl?lang=en> or email to [hrpccws@pccw.com](mailto:hrpccws@pccw.com) .