

Assistant Manager, IT Operations and User Services	Post Date : 11 September 2018
Management Information System Unit	Deadline: 26 September 2018
Ref: MIS176/HKCS/110918	HK Computer Society

**Job Duties:**

- Manage helpdesk team performance to ensure helpdesk calls are handled and recorded properly, and lead team members to provide desktop and technical services on PC hardware and software, network cabling, server patching and account management to corporate and its subsidiaries users
- Manage computer room environment to ensure IT equipment and systems are operating in a proper and safe environment for provision of IT services. Maintain IT service continuity plan and conduct DR drill
- To oversee and manage software asset management cycle to ensure software used in HKPC & its subsidiary are properly registered with MIS and improper software will be removed
- Supervise junior staff to manage & review IT maintenance service and software contract to ensure continuation of services supported by external parties as per agreed service level
- Assist Team Managers to 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

**Job Requirements:**

- Bachelor or Master Degree in IT related disciplines or equivalent with at least 2 years' relevant experience in IT system administration
- Solid experience in computer room facilities management including but not limited to UPS, water leakage detection system, CRACs, remote monitoring and control systems, etc.
- Solid experience in supervision of helpdesk team, user and computer operation services, problem and change management, vendor management and disaster recovery management
- Hands-on experience in Microsoft Active Directory, File and Print service, VMWare vSphere, network support, IT operations security and data backup an advantage
- Possess strong problem solving and trouble-shooting skill
- Good team player with excellent communication skills
- 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. The successful candidates will be employed on a fixed-term contract basis, which is renewable subject to appointee's performance and the Council's development needs.

Applicants should send application, together with a detailed resume, current and expected salary and contact telephone number by email to [rmis17618@hkpc.org](mailto:rmis17618@hkpc.org) (quoting the reference number on the subject heading) **on or before 26 September 2018.**

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.