Officer, IT Operations and User Services	Post Date : 19 December 2018
Management Information System Unit	Deadline: 7 January 2019
Ref: MIS180/HKCS/191218	HK Computer Society

Job Duties:

- Provide MIS helpdesk support service to colleagues in HKPC, including subsidiaries in Shenzhen and Dongguan, for corporate-wide IT services, such as SAP, email, file/print, network services (e.g. Wi-Fi) and PC workstations
- Handle user enquiries and service calls; provide on-site troubleshooting, software installation and carry out IT equipment deployment, collection and disposal
- Perform daily health check of systems and participate in disaster recovery drill as needed
- Handle AD and SAP user account creation, removal, password reset, the change of folder access right in file server, etc.
- Manage and monitor computer room facilities, and ensure they function properly
- Being a team member in handling IT projects such as Windows 10 migration, IT equipment setup for events, acquire necessary skills to support the daily operation of the system

Job Requirements:

- Diploma or above from disciplines such as Computer Science or equivalent with three years or more relevant working experience
- Good knowledge of Windows desktop operating system, MS Office and familiar with Mac OS X, Linux and PC environment
- Knowledge of Active Directory, backup and basic networking; and experience in managing SAP user account and authorization would be an advantage
- Qualified in MCSA (Microsoft Certified Solution Associate) or MCSE (Microsoft Certified Solution Expert) highly preferred
- Strong problem solving skill, in particular, for PC environment
- Capable and eager to learn new technology
- Mature, multi-tasking, and able to work independently and under pressure
- Excellent interpersonal and communication skill, process customer-oriented mindset and a good team player
- Good command of both written and spoken English and Chinese, including 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 rmis18018@hkpc.org (quoting the reference number on the subject heading) **on or before 7 January 2019.**

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.