

Assistant Manager, IT Operations and User Services	Post Date : 19 March 2019
Management Information System Unit	Deadline: 2 April 2019
Ref: MIS041/HKCS/190319	HKCS

Job Duties:

- 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, backup data and conduct DR drill
- Perform duties as SAP BASIS Administrator, including SAP account creation, authorizations setup, systems monitoring, performance tuning, support package / kernel update, and transport request management
- 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:

- Higher Diploma/Bachelor Degree from disciplines such as Computer Science or equivalent
- At least 3 years solid experience in computer room facilities management including but not limited to UPS, water leakage detection system, CRACs, remote monitoring and control systems, etc.
- Hands-on experience in SAP Basis administration on Windows and MS SQL platform, systems monitoring and have SAP Basis Certified is an advantage
- Familiar in Microsoft Active Directory, File and Print service, VMWare vSphere, network support, IT operations security and data backup
- 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 rmis04119@hkpc.org (quoting the reference number on the subject heading) **on or before 2 April 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.