Assistant Manager, IT Operations and User Services	Post Date : 14 November 2019 2019
Management Information System Unit	Deadline: 28 November 2019
Ref: MIS271/HKCS/141119	HKCS

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.

Note: The incumbent will take up the role in a HKPC's new R&D centre to be incorporated in 2020 Q1.

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 (quoting the reference number on the subject heading) **on or before 28 November 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.