



EDPS Systems Ltd., a prestigious IT company in providing quality contract manpower to Government and major corporations, is urgently looking for high calibre professionals.

**Systems Analyst (Mobile/Wireless Communication / IT Operational
Management / Helpdesk/Call Centre)
Reference no.: EDPS-PO20081101**

Responsibilities:

Contract to a government department to provide professional support for the Technical Support Centre.

- Provide technical support to call agents regarding the installation of "StayHomeSafe" Mobile App and condition of the electronic wristband during the quarantine period;
- Provide hands-on briefing/training to the call agents;
- Receive, record, track, escalate (if necessary) problem cases to respective support unit for follow up action;
- Collaborate and coordinate with other related parties including application teams, database teams and operation teams to prepare job assignments, performance statistics and management reports;
- Conduct inventory control; and
- Carry out any other activities which are necessary for the satisfactory completion of the compulsory home quarantine operation.

Requirements:

- Degree/Higher Diploma holder in Computer Science or equivalent;
- Minimum 4 years of IT working experience;
- Minimum 1 year experience as Systems Analyst or similar capacity;
- Hands on experience in Mobile/Wireless Communication, IT Operation Management and Windows 7/8/10;
- Shift duty is required;
- Working experience in helpdesk/call centre related work is preferable; and
- Good communication and interpersonal skills.

Interested parties please send detailed resume with present/expected salary to HR Department.

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Email: hr@edps.com.hk

Tel: 2838-6813

Fax: 2838-6776