



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

Project Manager(Office Automation/Lotus Note Mail Admin & Support/Helpdesk/IT Security/Government)

Reference no.: EDPS – PO20091102

Responsibilities:

Contract to a government department to (1) provide day-to-day helpdesk and technical support services to end-users; (2) support live webcasting and video conferencing; (3) administer user accounts of departmental IT systems; and (4) assist other teams in design and deployment/rollout of new IT systems.

- Provide technical support services covering email communication, PC workstation, mobile device, Audio-Visual (AV) equipment, local area Network, VPN access, etc.;
- Manage a helpdesk to answer enquiries about IT and AV related technical matters and to provide troubleshooting/on-site support services;
- Operate a live webcasting system covering live media events and on-demand videos;
- Assist user sections in operating online meetings/video conferences with overseas/mainland offices and external parties;
- Perform system administration function of departmental IT systems by managing user accounts and controlling appropriate access rights;
- Provide security and risk management related support services such as security monitoring/control/patching;
- Take part in User Interface/User Experience (UI/UX) design, quality assurance review and deployment of client/user software; and
- Provide assistance in various IT project implementations.

Requirements:

- Degree/Higher Diploma holder in Computer Science or equivalent;
- Minimum 8 years of IT working experience;
- Minimum 5 years experiences as Project Manager or similar capacity;
- Possess substantial knowledge and experiences in helpdesk operations and provision of technical support services to sustain round-the-clock operation of users;

- Good technical knowledge in MS Windows, Lotus Notes, desktop PC, mobile device, VPN, Internet/Intranet, video streaming/webcasting and cloud technologies, and be familiar with Government security policies, as well as IT-related standards and guidelines;
- Strong customer services skills and be able to communicate efficiently with Government users at all levels and external parties including media organisations and vendors;
- Provide 24/7 on-call services and work outside normal office hour if needed.
- Good communication and interpersonal skills.
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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

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