



Technical Officer (Service Desk) in the Computing Services Centre **[Ref. D/260/09]**

The Computing Services Centre at City University of Hong Kong manages the University's Information Technology infrastructure and services covering Data Centre Operations, Cloud and System Hosting, Research Computing, Communication and Networking, Workspace Technologies, Audio Visual Technologies, and other related IT disciplines to support the University's operations. The Centre has about 100 staff and contractors currently.

Duties

1. Provide front-line user support services in relation to computer hardware and software support at IT Service Desk;
2. Handle user enquiries, service requests and IT incidents via telephone hotline, email, service counter and on-site;
3. Support on-site hardware and software installation of PC and AV/video conference facilities;
4. Prepare documentations on frequently asked questions; and
5. Assist in ad-hoc duties as assigned by supervisor.

5-day work, shift duty and working outside office hours and on weekends on a roster basis are required.

Requirements

1. A Bachelor's degree in Computer Science/Information Technology or related disciplines, with 3 years' relevant experience in
2. service desk support;
3. Good interpersonal and problem solving skills, telephone manner and service attitude;
4. Familiarity with IT Service best practices, processes and policies;
5. Knowledge of and experience in the following disciplines:
 - Client/end-user hardware and software;
 - MS Windows, Office, file sharing and print management;
 - Office 365 and SharePoint;
 - AV facilities;
 - MS Teams and Zoom video conference tools;
6. Good command of written and spoken English and Chinese (including Putonghua); and
7. Professional qualification on ITIL would be an advantage.

Shortlisted candidates will be invited for a written test.

Salary and Conditions of Service

Remuneration package will be highly competitive, commensurate with qualifications and experience. Initial appointment will be made on a fixed-term contract; fringe benefits include gratuity, leave, medical and dental schemes.

Information and Application

Further information on the post and the University is available at <http://www.cityu.edu.hk>, or from the Human Resources Office, City University of Hong Kong, Tat Chee Avenue, Kowloon Tong, Hong Kong [Email : hrojob@cityu.edu.hk/Fax : 2788 1154 or 3442 0311].

To apply, please submit an online application at <http://jobs.cityu.edu.hk>. The closing date is **20 November 2020**. Applications will receive full consideration and only shortlisted applicants will be contacted. The University's privacy policy is available on the homepage.

City University of Hong Kong is an equal opportunity employer and we are committed to the principle of diversity. Personal data provided by applicants will be used for recruitment and other employment-related purposes.

Worldwide recognition ranking 48th, and 4th among top 50 universities under age 50 (QS survey 2021); 1st in the World's Most International Universities (THE survey 2020); 1st in Engineering/Technology/Computer Sciences in Hong Kong (ARWU survey 2016); and 2nd Business School in Asia-Pacific region (UT Dallas survey 2017).