



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 (Helpdesk/ Java / SQL / Windows 7/8/10)
Reference no.: EDPS – PO21012205

Responsibilities:

Contract to a government department to provide telephone support services, namely IT Help Line, to handle the IT technical and other related enquiries of external users.

- Provide IT technical support to facilitate system access;
- Answer queries on the IT technical requirements and IT functions usage;
- Refer the unresolved queries and problems to the IT technical support team for follow-up actions;
- Divert/refer the calls related to business matters to the general help line;
- Ensure that the calls are followed up properly with fault diagnosis and resolutions and keep track of the progress;
- Return calls to the callers, as appropriate, to update the progress or provide resolution.
- Manage a knowledge base of frequently asked questions (FAQs) with reference to the enquiries and provide updates on the FAQs;
- Conduct regression/ compatibility tests upon updates of programs, operating systems and/or browsers;
- Train up additional staff and supervise them to provide first line telephone support services to the external users;
- Assist the managers in charge in monitoring the overall operation of the IT Help Line; and
- Carry out other related duties as required, including quality assurance and shift work roster.

Requirements:

- Degree/Higher Diploma holder in Information Technology/Computer Science or equivalent;
- Minimum 4 years of post-qualification relevant IT experience;
- Minimum 1 year experience as Systems Analyst or similar capacity;
- Solid experience in Java, SQL and Windows 7/8/10;
- Good command in written and spoken of both Chinese and English; and

- Possess experience in supporting enterprise grade systems with good communication skills.

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

Address: Room 1202, 12/F, Harcourt House, 39 Gloucester Road, Wanchai, Hong Kong.

Email: hr@edps.com.hk

Tel: 2838-6813

Fax: 2838-6776