

Assistant Manager, IT Operations and User Services

Digital Workplace Service Unit

Ref: DWS233/21, 3402/HKCS/050721

Job Description

Who we are looking for:

- Creativity in new ideas and future focus vision.
- Collaboration with colleagues and the community at large.
- Work Smart, Play Smart!

What you'll do:

- Lead contractors/ subcontractors to manage and enhance IT Helpdesk service, train and support help desk representatives and technicians
- Monitor daily user IT enquiry and support issue to meet service level agreement. Ensure all IT requests and issues are thoroughly investigated and responded timely through incident management process
- Contribute to improve customer support by actively responding to queries and handling complaints
- Assist Team Managers to handle production change like SAP & Single Sign-On system and compliance of operation to ensure operational or system changes are scheduled, recorded and tracked
- Work closely with other IT teams to analyze, troubleshoot and resolve issues

You'll be a good fit if you have/are:

- Bachelor Degree or above in Computer Science or related discipline
- At least 2 years hands on working experience in vendor and IT Helpdesk management, Microsoft O365 and Window Active Directory administration, operation on conferencing applications (Microsoft Teams, Zoom, Voov, etc.)
- Familiar in IT products including Microsoft, PCs, server hardware, IT operations and data backup
- Experience and understanding of smart technologies and digital transformation trends
- Good team player with excellent communication skills
- Mature, responsible, self-motivated, able to work independently and under pressure
- Good command of English and Chinese, including Putonghua

Note:

Applicant may be considered for other positions if not matching the requirements of the subject position.

What we offer and What you'll like here:

- Innovative and energetic culture with smart outfits and sport shoes

- Professional lab and latest technology to actualize your creative ideas
- 5-day work week
- Prime location with good public transport network
- MPF Top-up and dental benefit
- Medical benefits from Day-1 with extended coverage to dependent(s)
- Professional training and career advancement opportunities

Apply now if you're ready to take the challenge! Do not miss this opportunity to join us to Create Value and "MAKE SMART SMARTER"!

HKPC will take into consideration both the quantitative and qualitative requirements of the position when selecting the suitable candidates. A competitive salary package commensurate with academic qualifications and experience will be offered.

Applicants are welcome to submit application at the HKPC e-Recruitment System (careers.hkpc.org) in 1 week from the posting date. Recruitment will continue until the position is filled.

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.