The Hong Kong Applied Science and Technology Research Institute (ASTRI) was founded by the Government of the Hong Kong Special Administrative Region in 2000 with the mission of enhancing Hong Kong's competitiveness through applied research. ASTRI's core R&D competence in various areas is grouped under five Technology Divisions: AI and Big Data Analytics; Communications; Cybersecurity, Cryptography and Trusted Technologies; Integrated Circuits and Systems; and IoT and Sensors. It is applied across five core areas which are Smart City, Financial Technologies, Intelligent Manufacturing, Digital Health, and Application Specific Integrated Circuits.

Over the years, ASTRI has nurtured a pool of research, I&T talents and received numerous international awards for its pioneering innovations as well as outstanding business and community contributions. To date, ASTRI has transferred over 750 technologies to the industries and been granted more than 900 patents in the Mainland, the US, and other countries.

Title	Assistant Officer, IT Infrastructure (1 year contract)
Job Ref No.	CAO/ITFS/IT/2773/210820 (Please quote this Job Ref No. with your application.)

Job Responsibilities

- Provide technical support and troubleshooting to all ASTRIANs according to ITFS's SLA
- Provide endpoint computer system upgrade, image creation, and application testing as per ITFS standard
- Provide assistance in maintaining IT department hardware and software inventory with complete accuracy
- Provide support and assistance to IT projects as necessary
- Ensure services provided to our end-users meet the ITFS SLA and all IT security and governance are strictly enforced
- Provide assistance to ensure all project and process documentation is up-to-date
- Perform other duties as assigned as the manager

Requirement

- Bachelor's degree in Computer Science or Information Technology related disciplines
- 1-3 years experience in IT system service support or related experience preferred. Fresh graduates will also be considered
- Experience in Microsoft Office productivity software and automation tools
- Knowledge in TCP/IP networking and PC automated deployment
- Experience in the helpdesk ticketing system is an advantage
- Can-do attitude with an analytical mindset providing excellent customer service
- Must be a team player with excellent communication skills
- Good command of written and spoken English and Chinese
- Eager to learn new technologies and act proactively
- Live ASTRI values

Application

The appointment will be on renewable contract terms with a competitive salary and performance-linked variable pay. Fringe benefits include paid leave, medical and dental benefits, insurance coverage and contribution to MPF. The incumbent will normally work a five-day week.

Interested candidates, please send an application (quoting Ref. No.) with a detailed resume, current and expected salary to Talent Acquisition via email to careers@astri.org

The application will be open until the position is filled. Only short-listed candidates will be notified. ASTRI reserves the right not to fill the position.

ASTRI is an Equal Opportunities Employer. Personal data provided by job applicants will be used exclusively for recruitment only.