



**HONG KONG  
HOUSING SOCIETY**  
香港房屋協會

## Hong Kong Housing Society

**Hong Kong Housing Society** is a non-government organization aiming to serve the needs of the Hong Kong community in housing and related services. We strive to be a world-class housing solution provider and innovator with leadership in quality, value for money and management. We put **Customer, Quality, Talent** and **Prudence** as the core values that support our guiding principles.

## IT Service Desk & Operation Supervisor

[Ref: ITSDOS]

### The Job

- Supervise a team to provide service desk and operation services to whole HKHS.
- Monitor and take corresponding actions for all production services and equipment in data centres.
- Manage and prepare work schedule and manpower to perform processing of computer jobs including period-end processes, backup, report printing etc.
- Coordinate vendors for preventive maintenance, repairing, demand note printing and dispatching etc.
- Manage a team to provide service desk service for all IT related calls according ISO 20000 standards.
- Support user administrator to conduct user access provisioning.

### The Person

- Degree holder in Computer Science or related disciplines.
- Minimum 5 years' relevant work experience in computer operation, Service Desk support and data centre controls.
- Good knowledge of manage of service desk administration and data centre operations.
- Familiar with VMware vCenter and BMC Control-M operations are preferred.
- Experience in Cloud infrastructure setup and maintenance will be definite advantage.
- Hands on experience in team's management.
- Good communication skills and customer support experience.
- Knowledge of ITIL and ISO 20000 standards especially on frontline support processes.

Attractive remuneration package will be offered to suitable candidates. To apply, please send your application with full resume and reference quoted to **Human Resources Manager** by fax: **2882 4466** or through online application: <https://careers.hkhs.com/>

Applicants not invited for interview within 8 weeks may consider their applications unsuccessful.

You are welcome to visit our website [www.hkhs.com](http://www.hkhs.com) to learn more about us.

*Personal data provided by job applicants will be used strictly in accordance with the Housing Society's personal data policies which is available in our website and obtainable upon request. Applicants may be considered for other suitable positions within the Housing Society and all personal data of unsuccessful candidates will be destroyed within 6 months upon completion of the relevant recruitment exercises.*