



**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.

Senior Desktop Service Support

[Ref: SDSS]

The Job

- Install, update and support desktop software and hardware, mobile devices, network equipment, estate file server, and IT accessories for end users at Head Office, Regional Offices and remote offices. Provide on-site or stand-by support for company's activities in off-site locations.
- Administrate, monitor and support the Virtual Desktop Infrastructure including virtualization software, virtualization servers & shared storages.
- Conduct user briefing sessions on usage of desktop equipment such as Microsoft Office, wireless network, virtual desktop, email and Chinese Input systems etc.
- Maintain inventory database for all computer equipment and conduct PC and server hardware maintenance and periodical software inventory check to ensure the compliance of the policies.
- Assist IT end users to identify their needs on PC hardware, software and accessories and prepare the IT equipment requisition application for them where applicable.
- Follow the ISO 20000 framework and procedures to facilitate the operations of IT Service Desk to ensure all related incidents and service requests are resolved properly and create the related knowledge document for sharing.

The Person

- Higher diploma or equivalent in Computer Science / Information Technology or related disciplines.
- At least 3 years' relevant experience in desktop support.
- Good knowledge in operating Windows Server 2019, Win 10, network equipment and hubs, VMware Virtualization platform, Microsoft Outlook and Office 2016, desktop computer hardware & software, printers and mobile devices.
- Good user relationship and able to work independently and under pressure.
- Experience in Cloud infrastructure setup and maintenance a definite advantage.
- Strong computer skills in MS applications and Chinese Input systems.
- Proficiency in spoken and written English and Chinese.

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 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.