

Position: Officer – IT Support

Company: Vanke Holdings (Hong Kong) Company Limited

Location: Central

Responsibilities:

- Respond to user requests in office and personal visits to remote locations, for assistance with system-related concerns
- Provide system support on Office 365, VMware, Veeam, Windows AD, Windows Server, website and mobile application management
- Provide first level user applications support
- Monitor all backup activities by following the well-defined backup procedure
- Provide network support on firewalls, switches and VPNs
- Provide PC/Server installation, configuration and administration
- Work with vendor to perform IT support activities
- Manage small to medium sized projects according to agreed-upon budgets and schedules
- Provide on-site support at all locations during business hours and otherwise where problems dictate
- Perform ad hoc assignments and responsibilities requested by supervisor
- Administer IT asset inventories, ensuring records are in an accurate and kept up to date
- Ensure application availability, perform regular capacity planning, housekeeping to maintain system healthiness and disaster recovery planning

Requirements:

- Higher Diploma/Degree in Information Technology or related discipline
- Diploma in Information Technology, Computer Science related disciplines or above
- Minimum 1 year relevant experience in technical support
- Solid experience in user, server and network support
- Experience in Microsoft Windows Configuration, VMware, Cloud and desktop environment
- Good knowledge of Network Infrastructure & Cyber Security
- Holder of MCSA, MCSE, CCNA / Experience in IT security audit or compliance (such as security risk assessment) is preferable
- Good communication, problem-solving & time management skills
- Good command of spoken and written English & Chinese
- Independent, self-motivated, quick learner, good team player, strong sense of responsibility and able to work under pressure

We offer an attractive remuneration package. Interested parties please send your resume stating your present and expected salaries to suewong@vanke.com

Please read carefully the following Privacy Statement before applying: "The personal data of unsuccessful candidates collected for this recruitment exercise will be kept no more than 2 years from its completion for future recruitment use and therefore destroyed. Information provided will be used for recruitment and appointment related purpose only. The Company will handle all personal data confidentially in accordance with the Personal Data (Privacy) Ordinance."

Candidates have the right to make a data access, correction or destroy request concerning the personal data by applying to the Human Resources Department.