

Computer Officer (Help Desk Hotline and Counter Services) (Ref: 2300294) Office of the Chief Information Officer

The Office of the Chief Information Officer (<https://www.eduhk.hk/ocio>) provides quality services to support all central information systems in support of teaching, learning, research and administration, and places emphasis on staff's career/professional development. The Office is looking for quality professionals to fill the post.

The appointee will be responsible for supervising a team of colleagues as well as student helpers to provide quality IT Help Desk counter and hotline services, including general IT support, equipment loan and smartcard printing services, and providing support to users on computing equipment in the audio-visual room at Learning Commons. He/She is required to prepare regular statistical reports on help desk services as well as to conduct surveys to collect users' feedback on our services. The appointee will be in-charge of new students' orientation workshops and IT staff training and assist the IT Manager in resource planning, budgeting and handling any other IT projects as assigned.

Applicants should have a recognized Bachelor's degree in Computer Science/Information Technology or related disciplines, with at least 7 years of relevant full-time post-qualification working experience gained in a sizeable IT environment. They should have supervisory experience and in-depth knowledge in help desk management. Experience in supporting chatbot, ITSM solution and tendering will be an advantage. Applicants should also have good problem-solving, analytical and interpersonal skills; be proficient in both English and Chinese with good communication skills. They should work proactively and independently, be able to handle multiple tasks simultaneously and be a good team player.

Salary will be commensurate with qualifications and experience.

Initial appointment will be made on a fixed-term contract. Fringe benefits include contract-end gratuity, leave, medical and dental benefits.

The University only accepts and considers applications submitted online for this post. Applicants should complete the [online application form](#) and upload a full CV on or before **22 March 2023**. Applications which are incomplete or without the required documents may not be considered. Personal data provided by applicants will be used for recruitment and other employment-related purposes. For details of the Personal Information Collection Statement, please refer to <http://www.eduhk.hk/jobsopp/index.php?glang=en..>

All applications will be treated in strict confidence. Only those who are shortlisted will be contacted. The University reserves the right not to fill the position(s) advertised.

Further information about the University is available at <http://www.eduhk.hk>.

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