

Assistant Computer Officer (Help Desk Hotline and Counter Services) (Ref: 2300042)

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 providing IT Help Desk counter and hotline support as well as hardware and software support for the computer users. He/She will be required to assist in managing and training up student consultants to enable them to provide general and operational support to students. He/She is also responsible for managing the smartcard-related services for the University, supporting and maintaining the central computer laboratories and computing/audio-visual facilities of the University. Shift duties are required.

Applicants should have a recognized Bachelor's degree in Computer Science/Information Technology or related disciplines, with at least 5 years of relevant full-time working experience gained in a sizeable IT environment. They should have good knowledge in PCs, Macintosh, Microsoft software, web page editing (e.g. HTML, PHP), video conference tools (e.g. Zoom, Teams), graphic and video editing software. Experience in supporting chatbot, smartcard-related system and tendering will be an advantage. They should be user-oriented with good problem-solving and analytical skills and proficient in both English and Chinese with good communication skills. They should also work proactively and independently, with the ability 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 **27 January 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>.

EdUHK is an Equal Opportunities Employer.