Computer Officer (Ref: 2000063)
Office of the Chief Information Officer

The Office of the Chief Information Officer (OCIO) has a vision to be a world-class provider of information and communications technology services and solutions to support and enhance teaching, learning, research and administration of the University.

The OCIO provides quality services to support all central information systems in support of teaching, learning, research and administration. It places emphasis on staff’s career/professional development. The Office is looking for quality professionals to fill the vacancy of Computer Officer (Help Desk Hotline and Counter Services Supervisor).

The appointee will lead a team of colleagues in providing IT Help Desk Hotline and Counter services to members of the University. He/She is responsible for supervising the team as well as student helpers in providing technical support, equipment loan and smartcard printing services; answering hotline enquiries; providing support to users on computers, network printers and equipment in the audio-visual room in the Learning Commons; analyzing problem areas; preparing Help Desk service usage statistics and reports; arranging and conducting new students’ orientation workshops; and conducting surveys to collect users’ feedback on our services.

Applicants should have a Bachelor's degree in Computer Science/Information Technology or a related discipline, with at least 7 years of IT user support services experience. They should have good knowledge in PC, Microsoft Windows and Macintosh systems, Microsoft Office and web authoring tools. Excellent communication and problem solving skills, and good command of spoken and written English and Chinese are essential. They should also have solid supervisory experience and be able to work independently as well as with others.

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. Review of applications will start from 19 August 2020, and will continue until the post is filled. 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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