

IT Officer (User Services) (Ref: 2401200)
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 quality classroom and user services to support learning and teaching activities. He / She is responsible for the provision of IT Help Desk counter and hotline support as well as hardware and software support and maintenance for the central computer laboratories and computer / audio-visual facilities of the University. The appointee is also required to assist in printing of smartcards for staff and students and preparation of documents such as user guides. Shift duties are required.

Applicants should have Level 2 or equivalent or above in 5 subjects including Chinese Language, English Language and Mathematics in the HKDSE; or Grade E (Level 2) or above in at least 5 subjects including Chinese, English (Syllabus B) and Mathematics in HKCEE or equivalent; and a certificate or diploma in IT / Electronic Engineering or related disciplines with at least 1 year of relevant full-time working experience in the support of AV equipment, PC software and hardware and networking technologies. 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. The appointee will be offered the functional title of IT Officer which holds the substantive post of Computer Operator in the University.

Initial appointment will be made on a fixed-term contract. Fringe benefits include the University's Voluntary Contributions to MPF Scheme or a contract-end lump sum payment (totaling up to 10% of the basic salary), 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 11 November 2024, and will continue until the post is filled.** 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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