

IT Support

The Job

- Provide technical support to end-users, including diagnosing and resolving hardware and software issues, user account management, and installing and configuring software applications.
- Administer system operation including data security, data backup, system setup, software installation, patch upgrade, network monitoring, health checks and users account maintenance, to ensure network stability.
- Maintain and troubleshoot a variety of hardware and software systems, including desktops, laptops, servers, printers, and other peripherals.
- Maintain network infrastructure, including switches, routers, and firewalls to ensure optimal network performance.
- Ensure data backup and disaster recovery procedures are in place and functioning properly.
- Support the setup of IT equipment for online meeting, live streaming, and video shooting for digital platforms.
- Maintain documentation of system configurations and procedures, and IT inventory movement to ensure accurate and up-to-date records.
- Non-office hour support will be required.

The Candidate

- Higher Diploma / Degree Holder in Computer Science or related discipline.
- At least 3 years' solid experience in PC problem diagnosis, end-user support, server infrastructure support, software and hardware maintenance.
- Sound knowledge in servers, networks and PCs setup.
- Technical skills on Windows platform, VMWare platform and SAN storage.
- Knowledge on network setup, firewall/WAN/LAN/Wi-Fi configuration and Veeam backup is an advantage.
- Good troubleshooting, communication and interpersonal skills.
- Immediately available is highly preferred.

To Apply

If you are interested in this position and meet the requirements outlined above, please send your application stating your current and expected salary, and date of availability to recruit@hkbcf.org. Consideration of applications will continue until the position is filled.

Please note that all information collected will be used for recruitment purposes only and treated with complete confidentiality. We value your interest in the HKBCF, but we regret that only those applicants under consideration will be contacted. The personal data of unsuccessful applicants will be destroyed within six months.