

(Senior) IT Support Engineer

Key Responsibilities

- 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 operations, 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 effective data backup and disaster recovery measures are in place and tested regularly.
- Support IT and audio-visual setup for online meetings and video recording for digital platforms.
- Maintain accurate documentation of system configurations, IT procedures, and inventory records.
- Conduct IT procurement in compliance with internal policies and procedures.
- Maintain and update the organisation's websites, including applying system and security updates, ensuring uptime, performing backups, and supporting basic content updates.
- Review existing IT and administrative workflows to identify opportunities for efficiency and automation, and implement basic automation solutions (e.g. Microsoft Power Automate, scripts) where appropriate.
- Recommend alternative approaches to current IT and administrative practices for continuous improvement.
- Perform IT duties outside office hours when required.

The Candidate

- Higher Diploma in Computer Science or related discipline.
- At least 3 years of solid experience in IT support, including end-user troubleshooting, server/network infrastructure support, software and hardware maintenance.
- Strong technical skills on Windows platform, VMWare platform and SAN storage.
- Hands-on experience in network setup and configuration (firewall, WAN/LAN, WiFi).
- Familiarity with data backup solutions (e.g. Veeam) and disaster recovery plan.
- Exposure to website CMS platforms (e.g. WordPress) is preferred.
- Relevant IT certifications (e.g. Microsoft Certified: Modern Desktop Administrator, CompTIA A+, Network+, ITIL Foundation) are an advantage.

- Good troubleshooting, communication and interpersonal skills with the ability to prioritise and manage multiple tasks.
- Service-oriented, patient and supportive approach.
- Experience in NGO/healthcare settings and awareness of data privacy (PDPO) and IT security compliance are a strong advantage.

To Apply

Interested parties, please send your full resume stating your current and expected salary and date of availability to recruit@hkbcf.org on or before **5 July 2026**.

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.