COLLEGE OF PROFESSIONAL AND CONTINUING EDUCATION

Information Technology Unit

Post Specification

Information Technology Assistant (Ref. 090827-02)

Qualifications

Applicants should have:

(a)   an associate degree or a diploma/certificate in Information Technology, Computing Studies or a related discipline;
(b)   two years' post-qualification experience in helpdesk services; and
(c)   good interpersonal and communication skills.

Duties

The appointee will be required to:

(a)   provide technical support and advice to staff and students;
(b)   install, support, maintain and trouble-shoot various computer systems including desktop equipment and software, in particular PCs and LAN etc.;
(c)   monitor systems and perform day-to-day system administration tasks, such as user account management, daily backup, maintaining scheduled tasks and deploying system patches;
(d)   prepare user guides and training materials, conduct user training demonstrations and workshops; and
(e)   perform any other duties as assigned.

Remarks

Appointee will be required to work on shift duties in evenings, overnights, weekends and on public holidays. They may be required to take up assignments outside Hong Kong occasionally.

Remuneration

Salary offered will be commensurate with qualifications and experience. Applicants should state their current and expected salary in the application.

August 2009