

## THE POSITION

Title: **Information Technology Assistant** (Shift/ non-Shift) ITA(S) / ITA(NS)  
Report to: Senior IT Assistant  
Location: Hong Kong

The job holder of this role will be involved in helping others in all aspects of the IT department's work. S/he will offer support to team members and colleagues, and may liaise with other departments to keep IT networks and systems working to their optimum levels. S/he will have opportunity to gain greater understanding of the various aspects of Information Technology projects and delivery.

### Major Operational Duties & Responsibilities

- To operate computer and associated equipment/facilities according to prescribed standards and procedures, monitor their performance and perform routine operator maintenance.
- To prepare jobs according to prescribed procedures and ensure their successful completion and check completeness and qualities of the computer output.
- To provide first line help service to terminal network users and perform associated help desk activities using tools provided, if any and carry out on-site inspection and take recovery action according to prescribed procedures.
- To assist in setting up workstation or networked equipment, scheduling and monitoring computer equipment installation/relocation and perform site preparation work.
- To fulfil logging and administrative reporting requirements and assist in their procurement and payment.
- To keep stock and monitor stock level of computer supplies and assist in their procurement and payment.
- To update and maintain inventory records of computer hardware, perform physical checks and maintain procedure manuals and documentation.

### Education Qualifications

- Level 2 or above in five (5) subjects, incl. Chinese and English, in HKDSEE, or overseas equivalent, or
- Level 2 / Grade E or above in five (5) subjects, incl. Chinese and English (Syl. B) in HKCEE, or overseas equivalent.

### Position Qualifications

- At least 2 years' experience in the control and operation of computer systems

such as MVS, VME, UNIX, LINUX, WINDOWS, NETWARE OR helpdesk/ computer network operation, or writing MS WINDOWS application system, or LAN administration, or PC/LAN support services.

- Fluency in spoken English, Chinese and Putonghua and in written English and Chinese (any one of the qualifications mentioned).

- End of this Position Description -

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For more information,  
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