The Hong Kong Examinations and Assessment Authority (HKEAA) is an independent, self-funded and not-for-profit statutory body. Its main role is to conduct the HKDSE examinations. It also administers other assessment projects and examinations leading to academic, professional or practical qualifications on behalf of international examining bodies and local professional bodies. Applications are now invited for the following post:

**Officer - Information Technology (Helpdesk)**

(Ref: IT/06/347)

**Duties:** The appointee will take the lead in running the IT Helpdesk of the Authority serving 400 – 500 internal IT users. S/he is responsible for a wide range of end user support services including (1) desktop computer management; (2) user services operations; (3) technical solution support and troubleshooting; and (4) IT education and promotion.

**Requirements:**
(a) A Bachelor’s Degree in Information Technology, Business Computing or related disciplines;
(b) At least 5 years’ relevant experience in IT helpdesk supervision or managing operations;
(c) Excellent knowledge in common desktop IT /office automation solutions and end-user computing;
(d) Customer-service oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources;
(e) Outgoing personality in delivering IT services and reporting;
(f) Good command of both English and Chinese; and
(g) Able to work under pressure with tight project timeline.

**Employment Terms:** The remuneration package will be commensurate with qualifications and experience. Appointment will initially be on a fixed-term contract with MPF benefits, medical and dental care. Future employment may be offered on renewable contracts subject to performance and staffing needs.

**Date for Application Review: 14 July 2016**

Applications would be considered until the post is filled.

Application forms can be obtained from the HKEAA office on 13/F., Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong or downloaded from the HKEAA website (www.hkeaa.edu.hk). Completed application forms should be returned to the Manager – Human Resources at the above address. Applicants not notified within 10 weeks from the application review date should consider their applications unsuccessful.

HKEAA is an equal opportunity employer and welcomes application from all qualified candidates. Information provided relating to employment will be kept confidential and used only for processing applications. For details, please refer to the Policy Statement on Equal Opportunities and the Personal Information Collection Statement on HKEAA website (www.hkeaa.edu.hk).