

The Hong Kong Examinations and Assessment Authority (HKEAA) is an independent and not-for-profit statutory body. Its main role is to conduct the Hong Kong Diploma of Secondary Education Examination (HKDSE). 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:

Assistant Officer – Information Technology (Helpdesk) (Ref: IT/04/681)

Duties: The appointee is part of the Authority's IT Helpdesk team and will be responsible for providing hotline and deskside support, end-user training, IT solution deployment related to office computing technology on a daily basis. Under the instruction of a team leader, he/she will also be required to prepare various IT operation documents including, but not limited to, service and incident reports, statistical summaries, management updates, and technical reviews. The appointee is also expected to facilitate the delivery of assigned IT/ office administration projects from time to time, and to perform other ad-hoc duties.

Requirements:

- (a) A Bachelor's Degree in Information Technology, Computer Science or related disciplines;
- (b) At least 3 years' relevant experience in IT operations/technical writing;
- (c) Knowledge in common desktop IT solutions, data centre operations, and end-user computing;
- (d) Solid experience in technical documentation and/or writing;
- (e) Able to write in explanatory and procedural styles for different audiences;
- (f) Proficient in office computer applications including desktop/mobile operating systems, MS Office, Adobe products, and Chinese word processing;
- (g) Good command of both English and Chinese;
- (h) Able to work under pressure and tight project timeline; and
- (i) May be required to work at different locations of the Authority.

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

Date for Application Review: 26 April 2021

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/tc/Career/general.html). 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.

The HKEAA is an equal opportunities employer and welcomes applications 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 the HKEAA website (www.hkeaa.edu.hk).