

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:

**Manager – Information Technology
(IT Governance & Helpdesk)**

(Ref: IT/04/684)

Duties: The appointee is a critical member of the IT management team and be responsible in the following areas:

- (1) **IT Governance** – manage the team to develop and maintain IT policies and procedures; timely produce management information updates for executive review; leading the Authority to comply with the relevant IT governance standards, including the certificate accreditation of ISO9000, ISO20000, ISO27001, ISO22301, etc.; ensure a risk-controlled daily operations environment by promoting; developing and maintaining a professional information security management system.
- (2) **IT Helpdesk** – manage a small team of service desk staff to provide desktop computing support to over 400 colleagues in different offices of the Secretariat; direct and deliver projects related to common OA and packaged solution; provide IT service (including staff training) under a professional manner.
- (3) **IT Equipment Logistics** – head up a team of internal and external staff to support the public examination involving an extensive and mission critical use of computers, communication, video and data capturing devices; ensure that these information technology assets are in good condition and under best deployment.
- (4) **IT Administration** – assist the division head to maintain the IT office operations through daily administration and documentation related to staffing, budgeting, and procurement.

Requirements:

- (a) A Bachelor's Degree in Information Technology, Computing Science, Information Systems or related disciplines.
- (b) At least 8 years' relevant experience in IT management leading a team of 10 – 20 technical staff.
- (c) Knowledge in one or more of the following: IT governance, standards and accreditations (e.g. ISO9000, ISO20000, ISO27001, ISO2301, etc.), information systems development, IT vendor management, large-scale system deployment and support, computer end-user help desk operation, information security and control; IT administration and service management.
- (d) Solid experience in project management and system development methodology.
- (e) Effective people skill in stakeholder management.
- (f) Excellent verbal and written communication skills (both English and Chinese) applicable to contractors, IT professionals at different levels, and end users on IT management and project related activities.
- (g) Strong leadership, supervisory, collaboration, analytical and problem-solving skills.

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: 30 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).