

Senior IT Officer / IT Officer (Classroom and User Support Services) (Ref: 2500570) Office of the Chief Information Officer (New Study Centre at Xiqu Centre)

The Office of the Chief Information Officer (<https://www.eduhk.hk/ocio>) provides quality services to support all central information systems in support of teaching, learning, research and administration, and places emphasis on staff's career/professional development. The Office is looking for quality professionals to fill the following posts.

1) Senior IT Officer (Classroom and User Services) (One opening)

The appointee will be responsible for providing quality classroom and user services to support learning and teaching activities for the Study Centres. He/She will be responsible for the procurement and implementation services of audio-visual and IT resources, provision of IT Help Desk counter and hotline support as well as hardware and software support and maintenance for the audio-visual/IT facilities of the University. Shift duties are required.

Applicants should have a recognized Bachelor's Degree in Information Technology/Electronic Engineering or related disciplines, with preferably three years of relevant full-time post-qualification working experience in the support of audio-visual equipment, PC software and hardware, and networking technologies. Applicants should be user-oriented with good problem-solving and analytical skills and proficient in both of English and Chinese with good communication skills. Applicants should also work proactively and independently, with the ability to handle multiple tasks simultaneously and be a good team player.

2) IT Officer (Classroom and User Services) (Two openings)

The appointees will be responsible for providing quality classroom and user services to support learning and teaching activities for the Study Centres. They will be responsible for the provision of IT Help Desk counter and hotline support as well as hardware and software support and maintenance for the central computer laboratories and audio-visual/IT facilities of the University. Shift duties are required.

Applicants should have Level 2 or equivalent or above in 5 subjects including Chinese Language, English Language and Mathematics in the HKDSE; or Grade E (Level 2) or above in at least 5 subjects including Chinese, English (Syllabus B) and Mathematics in HKCEE or equivalent; and a certificate or diploma in Information Technology/Electronic Engineering or related disciplines with at least 1 year of relevant full-time working experience in the support of audio-visual equipment, PC software and hardware and networking technologies. Applicants should be user-oriented with good problem-solving and analytical skills and proficient in both English and Chinese with good communication skills. Applicants should also work proactively and independently, with the ability to handle multiple tasks simultaneously and be a good team player.

Salary will be commensurate with qualifications and experience.

Initial appointment will be made on a fixed-term contract. Fringe benefits include the University's Voluntary Contributions to MPF Scheme or a contract-end lump sum payment (totaling up to 10% of the basic salary), leave, medical and dental benefits. The appointee of the Senior IT Officer post will hold a substantive rank of Technician while the appointee of the IT Officer post will hold a substantive rank of Technician / Computer Operator in the University.

The University only accepts and considers applications submitted online for this post. Applicants should complete the [online application form](#) and upload a full CV. **Review of applications will start from 16 June 2025, and will continue until the post is filled.** Applications which are incomplete or without the required documents may not be considered. Personal data provided by applicants will be used for recruitment and other employment-related purposes. For details of the Personal Information Collection Statement, please refer to <http://www.eduhk.hk/jobsopp/index.php?glang=en>.

All applications will be treated in strict confidence. Only those who are shortlisted will be contacted. The University reserves the right not to fill the position(s) advertised.

Further information about the University is available at <http://www.eduhk.hk>.

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