



Join Bank of China (Hong Kong) Limited, to become a high caliber professional of our team.

The IT Department of BOCHK comprises of five domains, including Application Development, Data Management, Data Center, Technology & Service Management and Technology Risk Management. We govern and manage all IT related initiatives and risks covering the entire group, including BOCHK, Southeast Asian entities of BOCHK, Asian and Pacific Data Center of BOC, and affiliated organizations and subsidiaries within the BOCHK Group. The position below is open for applications now.

### **System Administrator (IT Helpdesk)**

Job No.: 498765

Employment Type: Full time

#### **Responsibilities:**

- Manage IT Helpdesk tickets in a timely manner
- Respond to user call via phone, email and ticket system
- Resolve user queries and feedback quickly and effectively
- Document cases in the Ticket Logging System
- Should adhered to company polices, corresponding guidelines and service level standard

#### **Requirements:**

- Diploma / Degree (Fresh graduates will also be considered) in Information Technology, Computer related disciplines
- Completion of ITIL Foundation is an advantage
- Strong customer-oriented mindset with excellent communication and interpersonal skills
- Independent, diligent and responsible, with positive attitude under pressure
- Familiar with various MS Office applications
- Good command of both written and spoken English and Chinese, spoken Mandarin is a privilege

We offer competitive remuneration package and comprehensive fringe benefits to the right candidate. Interested parties, please click "[Apply Now](#)" to submit your application. For more job opportunities, please visit our "[Career Website](#)".

(Personal data collected will be used for recruitment purposes only)