

# **Desktop Support Specialist**

(Our ref.: DSS/CKHH)

## **Responsibilities:**

- Perform a wide variety of desktop technical support functions, undertake diagnosis and resolution of complex technical problems
- Install, configure and maintain ongoing usability of desktop hardware / software / image, mobile devices, multifunction printing devices and other related peripherals
- Engage in desktop technology planning and deployment, hardware / software evaluation, procurement and maintenance
- Work with internal / external parties to resolve technical problems on desktop computing equipment and software

## **Requirements:**

- University graduate or equivalent in Information Technologies or related disciplines
- 5 years or above hands-on experience as front-line technical support in a sizable multi-national environment with extensive user interaction
- Proficient in supporting Windows 7/10, Office 2010/2013/2016, Outlook, Exchange, Skype for Business, McAfee ePO, mobile devices like iPhone/iPad, multifunction printing devices
- Knowledge of Windows Server, Exchange, Office 365, SharePoint, SCCM, Active Directory, GPO, Mac OS
- Knowledge of software distribution and patch management
- Knowledge of recognized service management principles, methods, best practices, standards and procedures
- Experience in Windows 10 and Office upgrade project is a plus
- Customer-oriented with good telephone manner, interpersonal skills and serving attitude
- Good analytical and problem-solving skills
- Able to work effectively and independently in a cross team environment
- Flexible and capable to deal with conflicting demands & every changing priorities
- Proficiency in both written/spoken English and Chinese

Salary and benefits will commensurate with experience and competence. Please forward detailed resume with indication of expected salary quoting our reference to **recruit@ckh.com.hk**