

# THE HONG KONG POLYTECHNIC UNIVERSITY

## DEPARTMENT OF APPLIED BIOLOGY AND CHEMICAL TECHNOLOGY

### Post Specification

**Technical Assistant** (Ref. 21030301)

**[Appointment period: twelve months]**

### Duties

The appointee will be required to:

- (a) provide IT technical support to departmental users and other related stakeholders;
- (b) handle enquiries and process smartcard access applications;
- (c) provide technical support in using various e-Learning and video conference systems/tools;
- (d) facilitate software and hardware installation;
- (e) assist in maintenance of software and hardware inventory record;
- (f) assist in maintenance of audio/visual equipment;
- (g) assist in departmental website maintenance using Enterprise Web Content Management System, including photo taking and editing;
- (h) undertake any ad-hoc IT-related tasks as required; and
- (i) perform any other duties as assigned by the Head of Unit or his/her delegates.

The appointee may be required to work outside normal office hours occasionally and on Saturdays and Sundays. Compensation time-off will be arranged subject to prior approval, where appropriate.

### Qualifications

Applicants should have:

- (a) a higher diploma or above in IT or related discipline;
- (b) solid relevant work experience in IT support;
- (c) a fair command of both written and spoken English and Chinese, with proficiency in Putonghua being an advantage;
- (d) good interpersonal and communication skills;

(e) excellent computer skills and strong problem-solving skill; and

(f) good knowledge in web development language and graphic design tools.

Preference will be given to those with good knowledge in audio/visual equipment and/or experience in education and IT fields.

**Remuneration**

A highly competitive remuneration package will be offered. Applicants should state their current and expected salary in the application.

3 March 2021