

**THE HONG KONG POLYTECHNIC UNIVERSITY**  
**SCHOOL OF HOTEL AND TOURISM MANAGEMENT**

**Post Specification**

**Assistant Technical Officer** (Ref. 21030505-E2)

**Duties**

The appointee will be a member of the Information and Technology (IT) team in the School. He/she will be required to:

- (a) provide day-to-day technical support / troubleshooting services on assigned operating systems, administrative systems, network systems, software, hardware and audio visual systems;
- (b) carry out technical assistance / field support to meetings and activities such as video conferencing, video live streaming as well as video / animation production and editing;
- (c) assist in maintenance and technical development of various web-based systems;
- (d) assist in maintenance of server systems;
- (e) work overtime and undertake shift duties (i.e. evening shift and weekends) when necessary; and
- (f) perform any other duties as assigned by the Dean of School or his delegates.

**Qualifications**

Applicants should:

- (a) have a recognised degree in Information Technology or a related discipline;
- (b) have at least three years of solid relevant post-qualification working experience in IT user support and troubleshooting for a sizeable organization;
- (c) have good knowledge of Microsoft Office, Windows, Windows Server, MacOS, iOS and Android;
- (d) be self-motivated and able to work independently and under pressure; and
- (e) have good communication and interpersonal skills.

Preference will be given to those who have knowledge of hospitality software and hardware. Knowledge of eLearning platforms and image / video / animation editing as well as experience in supporting online teaching and learning in educational environment will be an advantage.

[Applicants who have responded to the previous advertisement need not re-apply.]

**Remuneration and Conditions of Service**

A highly competitive remuneration package will be offered. Initial appointment will be on a fixed-term gratuity-bearing contract. Re-engagement thereafter is subject to mutual agreement. Applicants should state their current and expected salary in the application.

5 March 2021