

**Principal IT Service Desk Specialist
(Ref: IT-INT-ITO-PITSDS-COW)**

Responsibilities :

Reporting to the IT Lead (Service Desk Operations), the appointee will mainly perform the following duties:

- To assist in supervising the Service Desk team to perform day-to-day operations and project implementations
- To assist in driving transformation from legacy to modern operations
- To review, analyse and revamp existing technologies, tools, processes and procedures to optimize overall Service Desk operations
- To assess, recommend and implement new technologies, tools, processes and procedures to enhance overall effectiveness and reliability
- To establish, maintain and review policies, processes, procedures, and standards in related to Service Desk operations

Requirements :

- Bachelor's Degree in Computer Science, Information Technology or related disciplines
- Professional qualifications in ITIL, Six Sigma or related qualifications an advantage
- A minimum of 7 years' relevant experience, in which 2 years at supervisory level in Service Desk
- Good command of English and Chinese languages, both spoken and written

Employment will be on 2-year contract term and renewal of contract will be subject to the Company's business needs and performance of the individual.

Working Location : North Point

Application:

If you are interested in this position, please send your resume and the [Application Form](#) (in PDF format) to the Human Resources Division, The Hongkong Electric Co., Ltd. at recruit@hkelectric.com. Please also visit our website to know more about our Company <http://www.hkelectric.com>.

Important: To facilitate our easy tracking, please use a unique file name for all attachments and your email subject box in this format: IT-INT-ITO-PITSDS-COW-Last Name First Name Other Names (if applicable)

Applicants not invited for interview within two months from the application date may consider their applications unsuccessful. All unsuccessful applications will be kept for six months after the application date.

We are an equal opportunity employer. Personal data provided by job applicants will be treated in strictest confidence and used only for recruitment-related purposes in accordance with the laws and ordinance of the HKSAR.