

**Senior IT Service Desk Specialist  
(Ref: IT-INT-ITO-SITSDS-COW)**

**Responsibilities:**

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

- To provide IT Service Desk first-line support services via phone calls, mails, or remote support
- To maintain a repository of knowledge and information of the services delivered which includes both incidents and services requests
- To provide related reports to management regarding the IT service desk team performance

**Requirements:**

- Bachelor's Degree in Computer Science, Information Technology or related disciplines
- A minimum of 5 years' experience in IT Service Desk support
- Professional qualifications in ITIL, Microsoft Windows client, and related certifications an advantage
- Good command of English and Chinese languages, both spoken and written

**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](mailto: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-SITSDS-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.