

**IT Lead (Service Desk)
(Ref. No. IT-I&T-ITO-SITSDS-COW)**

Responsibilities :

Reporting to the Manager (IT Operations), the appointee will mainly perform the following responsibilities:

- To supervise the IT Service Desk team to deliver first-line IT support services in accordance with established service performance targets
- To monitor the day-to-day service desk operations and report the performance of the IT Service Desk
- To conduct root cause analysis and review and initiate enhancement in procedures
- To act as the role of incident manager for handling major IT incidents

Requirements :

- Bachelor's Degree in Computer Science, Information Systems or related disciplines
- A minimum of 10 years' relevant work experience with 6 years at supervisory level
- Certificate in ITIL an advantage
- Excellent communication and presentation skills
- 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. 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-I&T-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.

(本項職位空缺只備英文版本)