1) TECHNICAL & ENGINEERING

1) Technical Support Supervisor-YMS01
Responsibilities
➢ Deal with customer to compromise the requirements and provide high quality services
➢ Manage a technical team in maintenance support service so as to achieve the agreed service level
➢ Arrange and allocate resources in completing the tasks by target
➢ Monitor and review the staff performance for preparing training plan
➢ Keep control of the loan / return parts of the team to maintain a healthy parts level
➢ Prepare statistical report of the team and report to the manager

Requirements:
➢ University degree Holder in Information Technology / Computer Engineering or related disciplines
➢ Minimum 5 years working experience in IT related field, in which 2 year of them is playing in leadership role
➢ Certificate holders of ITIL, MCSE/ MCITP
➢ Good interpersonal, communication skills and able to work under pressure
➢ Detailed oriented, self-motivated, responsible and willing to take up challenges
➢ Proficient in both spoken and written English and Chinese

2) Customer Engineer-YMS01 (Server Side)
Responsibilities:
➢ Provide on-site technical support service in production system environment so as to ensure delivery quality to meet all contractual commitment and service level targets.
➢ Provide technical expertise and liaise with clients to resolve problem including VIP customers
➢ Responsible for various types of servers and workstations installation and configuration
➢ Responsible for periodic preventive maintenance including:
   o Hardware Preventive Maintenance
   o Disaster Recovery (DR) Drill
   o Security Patches Update
   o Security Audit

Requirements:
➢ Higher Diploma holder or above in Information Technology / Computer Engineering or related disciplines
➢ With 2 years working experience in Windows/ UNIX/Linux System Administration, system/data backup and restore, troubleshooting of hardware and software problem, patch installation and software upgrade
➢ Certificate holders of MCSE / MCITP
➢ Good customer support and interpersonal skills and able to work under pressure
➢ Able to work independently to meet project deadlines with minimal supervision
➢ Proficient in both spoken and written English and Chinese
➢ Candidates with less qualification and experience will be considered as **Assistant Customer Engineer-YMS01**

3) Assistant Customer Engineer-YMS01
Responsibilities:
➢ To provide maintenance support service on PC, Notebook, printer, tablet and Window platform
➢ To follow and troubleshoot on customers technical enquires
➢ Timely report and update the job status to the team leader
➢ To handle ad-hoc project on relocation or software migration

Requirements:
➢ Diploma in computer science or equivalent
➢ With 3 years relevant working experience in field service support
➢ Certificate holder of MCP/ MCSE/ MCITP
➢ Good interpersonal, communication skills and able to work under pressure
➢ Self-motivated and able to take up challenges
➢ Good command of both spoken and written English and Chinese
➢ Immediately available is preferred

1) TECHNICAL & ENGINEERING

4) Senior Technician-YMS01
Responsibilities:
➢ Responsible for onsite support service of the hardware including PC, Notebook, Tablet and Printer.
➢ To provide installation service for hardware and software.
➢ To provide technical advice and liaise with users to resolve problem.
➢ To timely report and update the job status to the team leader.

Requirements
➢ Diploma holders in Computer Science or above with at least 1 year working experience
➢ Certificate holders of MCSE / MCITP is an advantage
➢ Good customer support and interpersonal skills, able to work under pressure
➢ Able to work independently to meet project deadlines with minimal supervision
➢ Self-motivated, outgoing and able to take up challenges
➢ On job training will be provided
➢ Immediately availability is preferred
➢ Candidates with lower qualification or less experience will be considered for the post of
   Technician-YMS01
➢ Fresh graduate will also be considered

5) Managed Security Engineer-SCS05
Responsibilities:
Perform IT security monitoring to clients' network and security infrastructure
Monitor and analyze the security events, and issue security alerts to affected clients
Coordinate support services with the services teams, vendors and clients
Record and track all security incidents and service requests according to the operation and escalation procedures
Execute routine operation tasks on all systems and network components
Shift duty is required.

Requirements:
➢ Diploma or above in IT or related disciplines
➢ With 1 year or above IT experience
➢ Possess IT certificate(s) is an advantage
➢ A good team player, self-motivate and can work independent with minimal supervision
➢ Good communication, interpersonal and problem solving skills
➢ Good command of written and spoken English and Chinese, Cantonese speaking is required, Mandarin speaking is a plus
➢ Candidate with less experience will be considered for the post of Managed Assistant Security Engineer-SCS05

6) Network Engineer-NMS03
Responsibilities:
➢ Provide onsite technical support to network team
➢ Work with other engineers on network troubleshooting
➢ Vendor management
➢ Provide network support mainly on Cisco products

Requirements:
➢ Diploma holders or above in Computer or IT related disciplines
➢ Minimum 2 years experience in network infrastructure / security / wireless LAN infrastructure hand on experience in Cisco switches, wireless, ASA firewall
➢ Good command in both spoken English and Chinese
➢ Certificate holders of Cisco CCNA, or CCNP equivalent is preferred
➢ Able to work independently
➢ Non-office hours support is required

1) TECHNICAL & ENGINEERING

7) System Support Engineer-IMS02
Responsibilities:
- Provide technical support on hardware, software & networking maintenance services to corporate clients.
- Standby for 24x7 technical supports to customers.
- Setup, backup, System/application troubleshooting and administration of servers
- Handle customer technical enquiries and product/system demonstration.
- Manage projects and work on project implementation and system installation.

Requirements:
- Higher diploma holders or above in Computer Science, Information Technology or equivalent
- Good knowledge on computer hardware, systems and software applications.
- Good team player, self-motivated, good communication skills and hard-working.
- Customer oriented and dedicated to problem resolution.
- Able to work independently and work under pressure
- Hands-on experience in installation / configuration of Linux / UNIX
- Strong communication skill and good command in English and Chinese, Cantonese speaking is required
- Knowledge of clustering / HA solution, storage and backup solution is an advantage.
- Knowledge of administration / configuration in Oracle, EMC & Symantec is an advantage.
- Candidates with less experience will also be considered for the position of **Technical Customer Engineer-IMS02**

8) Programmer-IA
Responsibilities:
- Understand user requirements
- Implement, test, support and maintain systems

Requirements:
- Higher diploma or above in IT discipline or equivalent (Fresh Graduate is welcome)
- Experience in Web based application (Java or .NET) will be advantage
- Knowledge in JavaScript, XML and SQL will be advantage
- Knowledge in Struts and Spring or ASP.NET MVC 4 will be advantage
- Knowledge in Oracle, MySQL and DB2 will be advantage
- Hardworking and able to work independently
- Self-motivated and good problem solving skills
- Experience in SI or Vendor will be an advantage
- Good interpersonal, negotiation, presentation skills
- High enthusiastic in various IT technology is an advantage
- Good English communication and writing skills is an advantage

9) Helpdesk Specialist-HDS01 / Helpdesk Leader-HDS01 (On-site Shatin / Tung Chung)
Responsibilities:
- Provide 1st / 2nd level support, handle and process all in-coming service calls and email enquiries from user follows published guideline
- Escalate unsolved service calls to appropriate resolution parties and keep track on all outstanding tickets for further follow-up
- Handle general enquiries on usage of IT equipments, PC tools and corporate systems (i.e. email, intranet and internet services)
- Prepare daily / weekly / monthly statistics reports
- Shift duties or overnight shift is required

Requirements:
- Higher Diploma / Degree holder in Computer Studies or related fields
- Minimum 1 year experience in Helpdesk Service
- ITIL certification or equivalent
- Familiar with ITSM process and workflow design
- General PC and technical support experience
- Basic knowledge on Windows OS, MAC, Active Directory, Microsoft products

1) TECHNICAL & ENGINEERING

- Good analytical, problem solving and organizing skills
- Able to manage multiple tasks simultaneously and set priorities
- Strong communication and interpersonal skills
- Fluent in both English and Chinese, Cantonese speaking is required
- Routine shift duty is required
- Sun-Sat 0000-2359, including all public holidays and adverse weather conditions (including Typhoon Warning Signal No. 8 or above and / or Black Rainstorm Warning)
- Candidate with following qualifications will be considered for the post of **Helpdesk Leader-HDS01**
    - Bachelor's degree in Computer Science or related disciplines
    - At least 5 years IT Helpdesk Service experience with minimum 3 years in leadership role

10) IT Support Engineer-HDS / IT Support Team Leader-HDS (On-site Shatin / Tung Chung)
Responsibilities
- Provide helpdesk / deskside support on PC and system functions for end users
- Provide hardware and software maintenance or remote support to solve the IT related problems
- Provide network support and network equipment monitoring
- Assist in managing the hardware and software inventory items, and maintain up-to-dated inventory records
- Maintain and answer enquiries on network and common OA systems

Requirements:
- HKCEE or HKDSE or above
- Minimum 1 year IT client computing support experience
- Working knowledge of Mac OSX, Windows 2000/XP/7/8 and related Microsoft Office applications
- Working knowledge on installation, configuration and trouble-shooting of hardware and software
- Good knowledge of Information Technology Infrastructure Library (ITIL) and Microsoft Certified Software Engineer (MCSE) is a must
- Good knowledge of ITSM, Microsoft Active Directory, Microsoft SCCM, SQL/Oracle database, CISSP is preferred
- Good knowledge of AutoCAD / SolidWork and related engineer CAD software is a plus
- Experience in audio and video system and network infrastructure is preferred
- Routine shift duty is required
- Occasionally work on non-office hours and shift duty is required
- Strong communication and interpersonal skills
- Fluent in both English and Chinese, Cantonese speaking is required
- Sun-Sat 0000-2359, including all public holidays and adverse weather conditions (including Typhoon Warning Signal No. 8 or above and / or Black Rainstorm Warning)
- Candidate with following qualifications will be considered for the post of **IT Support Team Leader-HDS**
    - Bachelor's degree in Computer Science or related disciplines
    - At least 5 years IT client computing support experience with minimum 3 years in leadership role

11) Data Centre Operator-HD01 / Data Centre Supervisor-HD01 (On-site Shatin / Tung Chung)
Responsibilities:
- Carry out Data Center operational tasks according to schedule and established procedures.
- Perform environment, network and system monitoring work to ensure availability and proper functioning of supporting services
- Report system irregularities or system incidents to the Shift Leaders in Data Center
- 7x24 shift duty is required

Requirements:
- Diploma holder in Computer Studies or related fields
- At least 1 year hands on experience in Data Centre Operations
- ITIL certification or equivalent
- Knowledge of UNIX, AS/400 and Windows Server 2003 / 2008 operating systems
- Knowledge of Data Processing concepts such as disaster recovery, backup systems, storage management, continuous availability is an advantage
- Good command of spoken and written English and Chinese.

1) TECHNICAL & ENGINEERING

- ➢ Shift duties is required
- ➢ Able to work under pressure and during non-office hours when required
- ➢ Sun-Sat 0000-2359, including all public holidays and adverse weather conditions (including Typhoon Warning Signal No. 8 or above and / or Black Rainstorm Warning)
- ➢ Candidate with following qualifications will be considered for the post of **Data Center Supervisor-HD01**
  - o Higher Diploma holders or above in Computer Studies or related disciplines
  - o At least 6 years Data Center Operations working experience with minimum 3 years in leadership role
  - o Advanced knowledge of networking and server devices
  - o Able to communicate effectively on all level, both to HKITP Technical Support Teams and internal Data Center Operators

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Application method:

We offer excellent career opportunities, remuneration and benefits to right candidates. Interested parties please send your full resume or filled *"Application Form"* to us immediately.

Channel to contact us:

job@asl.com.hk

+852 2601 6936

15/F, Topsail Plaza, 11 On Sum Street, Shatin, Hong Kong

Please state clearly the position you are applying with reference number (if any), recruitment channel, present and expected salary in your resume.

We are an equal opportunity employer. All applications will be treated in strict confidence. We regret that only shortlisted candidates will be notified. All personal data supplied will be destroyed within six months after the selection process.