Information Technology - Assistant Manager
Application Support

Job Descriptions:

❖ Perform all activities in the Application Support team including the resolution of production incidents in a timely manner, to minimize impact to business operations

❖ Ensure efficient processing of incidents, service tasks & call supports, and follow priority set by management

❖ Provide second level support to all production application issues

❖ Apply technical analysis skills to triage production issues to return systems to normal operations

❖ Coordinate with other IT teams, suppliers, and contractors to deploy IT solutions

❖ Create and maintain documentation for all areas of the team

Position Requirements:

❖ Bachelor Degree in IT

❖ 3-4 years of related working experience

❖ Knowledge in Casino or Hotel operations is preferred

❖ Good command of English and Cantonese

Hotline: 8118 6293
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Information Technology - Analyst
Application Support

Job Descriptions:

❖ Perform all activities in the Application Support team including the resolution of production incidents in a timely manner, to minimize impact to business operations

❖ Ensure efficient processing of incidents, service tasks & call supports, and follow priority set by management

❖ Provide second level support to all production application issues

❖ Apply technical analysis skills to triage production issues to return systems to normal operations

❖ Coordinate with IT teams, supplies, and contractors to deploy IT solutions

❖ Maintain and update technical documents and procedures

Position Requirements:

❖ 1-2 years of related working experience

❖ bachelor Degree in Information Technology is preferred

❖ Knowledge in Casino or Hotel operations is preferred

❖ Good command of English and Cantonese

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Information Technology – Analyst
Telecom System

Job Descriptions:

❖ Provide service and support to internal and external guests on operational or maintenance aspects of Telecommunications related equipment

❖ Assist to construct complex Telecommunications equipment and /or interacts with outside contractors in the construction of Telecommunications equipment

❖ Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless guest service

❖ Evaluate the utility and condition of multi-line telephone systems, paging systems, and other data and voice communications equipment

❖ Perform user training to internal and external guests on Telecommunications equipment

Position Requirements:

❖ Bachelor Degree in Telecommunications, Electronics, or IT related field

❖ 1-2 years of related working experience

❖ Good command of Cantonese and English

❖ Knowledge on testing methodologies and hotel operations

❖ Strong communication and interpersonal skills, able to analyze and solve problems in a service driven organization

❖ Proficient in MS Office, MS Windows, Networking and Telecom

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Information Technology – Specialist
Command Center

Job Descriptions:

❖ Perform trouble shooting on incident escalated from IT Call Center or reported by IT team members

❖ Perform system support, configuration, patch installation and upgrades on IT platforms

❖ Monitor infrastructure and applications with a 24x7x52 operation

❖ Response to alerts, with quick troubleshooting and diagnosing leading to appropriate resolutions or escalations

❖ Provide regular updates to senior IT management during critical IT incident

Position Requirements:

❖ Bachelor degree in Information Technology

❖ 1 – 2 years of relevant experience

❖ Technical experience with Windows server and troubleshooting

❖ CCNA / H3CSE / MCSE / VMware certifications is a plus

❖ Willingness to work overnight and weekends

❖ Good command of English and Cantonese

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