

Title: **Technical Support Assistant**

### **Requirements**

- Location: Yuen Long
- 5 – 6 days/week
- Form 6 or above in Information Technology or related disciplines.
- Good command in English and fluent in Chinese.
- At least 3-4 years working experience in IT Technical Support.
- Good experience in Windows platforms, Email System, POS and MS Applications.
- Knowledge in networking equipment and products is a must.
- Knowledge in ERP, Web and programming is preferable.
- Work independently, under pressure, self-motivated and good team player.
- Good analytical, problem-solving and user support skills.
- Immediate availability is preferred.

### **Responsibilities**

- Provide daily helpdesk and technical support services to end-users.
- Provide trouble shooting, hardware maintenance and software installation services.
- To coordinate with external vendors for hardware purchase and maintenance matters.
- Onsite support may require for POS shop users support.
- Assist Senior Officer to monitor and administer ERP and POS Systems.
- Assist Senior Officer to prepare ERP reports.
- Assist Senior Officer to maintenance routine system/data backup.
- Assist in IT assets and inventory update/control.
- Assist in IT related projects and ad-hoc duties.

Interested parties, please send your full resumes with expected salary to [lawrencelee@wingwah.com](mailto:lawrencelee@wingwah.com).