

Helpdesk / Customer Service Support

Responsibilities

- Provide helpdesk Support, handles and process all in-coming service calls and email enquiry 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 and Monthly Statistics Report.

Requirements

- University Degree in Computer Science, Information Technology or related disciplines
- Good communication skills and telephone manner
- Good command of both written and spoken English, Cantonese and Mandarin
- Fresh graduate are welcome

Benefits

- Medical Insurance
- Life Insurance
- 14 Days Annual Leave
- Bonus (Around 1 month salary)
- MPF / ORSO
- Transportation allowance

Interested candidates could send your CV to hr@bts-hk.com

All applications will be treated in strict confidential and used for recruitment purpose

Project Coordinator

Responsibilities

- Assist Project Manager to prepare project proposal and planning
- Gather project status information, preparing project status reports and budget usage reports
- Conduct the minutes during the meeting and coordinate with job owner for project implementation
- Communicate with client for the project status update

Requirements

- Working experience in project execution activities, working with IT projects is desirable
- Good communication and presentation skill
- Good command of both spoken and written English and Chinese
- Fresh graduate are welcome

Benefits

- Medical Insurance
- Life Insurance
- 12 Days Annual Leave (Max 18days)
- MPF

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System Support Engineer

Responsibilities

- Assist technical team to execute the planned activities
- Provide server support and troubleshooting
- Responsible for system/network installation and support

Requirements

- University Degree in Computer Science, Information Technology or related disciplines
- Knowledge of operating system such as Windows, Linux
- Fresh graduate are welcome

Benefits

- Life Insurance
- 7-16 Days Annual Leave
- Performance Bonus
- MPF
- Travel allowance

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Data Center Engineer

Responsibilities

- To carry out Data Center operational tasks according to schedule and established procedures;
- To monitor the healthiness on the Data Centre facilities, computer systems, and scheduled batch job execution;
- To install system/security patch on different system and services;
- To manage backup tape cycling and offsite, backup execution and monitoring;

Requirements

- University Degree in IT or Computer Science, Computer Studies or related disciplines
- Knowledge of Microsoft Windows/Linux/Unix Server
- Good command of written and spoken English and Chinese
- Fresh graduate are welcome

Benefits

- Medical Insurance
- Life Insurance
- 14 Days Annual Leave
- MPF / ORSO

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Programmer

Responsibilities

- Involved in the entire system development life cycle (SDLC) including collecting user requirements, system analysis and design and system development and testing
- QA the development of solution components and deliverables
- Assist in user training and prepare documentation

Requirements

- Bachelor's degree in Computer Science or related disciplines
- Knowledge of Java/ .Net/ Android/ iOS
- Solid experience in developing web Services is an advantage
- Good command of both spoken and written English and Chinese
- Fresh graduate are welcome

Benefits

- Medical Insurance
- Life Insurance
- 14 Days Annual Leave
- Bonus (Around 1 month salary)
- MPF / ORSO
- OT Allowance
- OT Meal

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Mobile Application Developer

Responsibilities:

- Develop native iOS/Android mobile applications
- Collaborate with project managers, UX designers, backend developers and quality assurance to deliver client projects

Requirements:

- Degree / Higher Diploma in Computer Science / Information Technology or related disciplines
- Proficiency in Objective-C / Swift / Java
- Solid experience in iOS / Android development
- Strong sense of responsibility and eager to learn
- Good team player
- Fresh graduates are welcome

Benefits

- Medical Insurance
- Life Insurance
- 16 Days Annual Leave
- Bonus (Around 1 month salary)
- MPF

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Network Engineer

Responsibilities

- Design, Plan, Implement Network Infrastructure
- Configure routers, switches, firewalls, IPS, load balancers etc
- Manage network issues including the diagnosis, escalation, follow through and reporting of case incidents
- Ensure network systems comply with policies, processes and standards
- Prepare network diagram and documentation for projects

Requirements

- University Degree in Computer Science or related disciplines
- Experience in managing routers, LAN, switches, firewall, IPS and load balancer
- Knowledge in Windows, Linux, VMWare, and vSphere is a plus
- Good Communication Skills in Chinese/English
- Self-motivated, excited to learn

Benefits

- Medical Insurance
- Life Insurance
- 16 Days Annual Leave
- Discretionary Bonus
- MPF
- Travel Allowance

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System Engineer

Responsibilities

- Deployment and maintenance of computer systems
- Hardware and software installation and configuration
- Support for VMWare ESXi, Windows/Linux server etc
- Provide technical support to end-users
- Manage hardware and software inventory
- System configuration, alarm monitoring and log checking

Requirements

- University Degree in Computer Science or related disciplines
- Experience with VMWare, Windows and Linux platform
- Knowledge in Server systems, networking, virtualization, IT security, system monitoring is a plus
- Good Communication Skills in Chinese/English
- Self-motivated, excited to learn

Benefits

- Medical Insurance
- Life Insurance
- 16 Days Annual Leave
- Discretionary Bonus
- MPF
- Travel Allowance

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Data Analyst

Responsibilities

- Manage the integrity and accuracy of database
- Conduct data entry with precision and diligence
- Prepare and present data in table with MS Excel or specified format
- Perform checking and proof-reading on all data-related deliverables
- Provide operational supports to the team on ad-hoc advanced analytics assignments

Requirements

- Degree holder or above in mathematics, statistics, computer science, IT, engineering, risk management or related studies
- Personality with watchfulness and dedication in solving problems
- Good interpersonal and communication skill
- Proficiency in MS Office application with knowledge of VBA or programming preferable
- Good command of both written and spoken English, Cantonese and Mandarin
- Fresh graduate are welcome

Benefits

- Medical Insurance
- Life Insurance
- 14 Days Annual Leave
- Bonus (Around 1 month salary)
- MPF / ORSO
- Transportation allowance

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