

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

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

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

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

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

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

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;

Requirement

- 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

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

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

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