

**Hong Kong Christian Service
Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)**

Job Vacancy Form

- Please read through the Notes to Employers and Statement of Purposes for Personal Data on page 1 and 2.

- Please fill up this form in English and send the completed form to CHEER by fax: 3106 0454 or email: cheer@hkcs.org For enquiry please contact 3106 3104.

**Delete inappropriate item*

Part I : Employer Information (Items will be showed in the post))

1. Company Name : SoftwareOne		2. Trade :
3. Company Address: Unit 1203, NEO, 123 Hoi Bun Road, Kwun Tong, Hong Kong		
4. Contact Person : *Miss / Ms / Mr Queenie Ma		
5. Tel. No.: +852 2751 2802	6. Email Address: queenie.ma@softwareone.com	7. Fax No.:

Part II : Vacancy Information

8. Job Title : 24x7 L1 engineer	9. No. of Vacancy(ies) : 3
<p>The System Support Engineer is a Level 1 resource and is responsible for</p> <ul style="list-style-type: none"> · 7 x 24 support on-shift support, with 9 hours each shift. · Be the first point of contact for our Service Support Team. · Log incidents, prioritize service requests, and provide regular ticket updates. · Drive to deliver outstanding customer care · Promptly identify issues, agree on priorities, and allocate tickets/calls in a timely manner according to company SLAs. · Log all incidents with detailed documentation and troubleshooting steps, with support from the team's tiered engineers and maintain detailed records of incidents and the steps taken to resolve them. · Develop and implement simple scripts, if needed to automate system verifications and other tasks. · Project delivery as a second priority 	
11. Contract of Employment: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	
12. Work Place (if different from item 3 –Company Address above): _____	
13. Working Hours : __3__ Working days per week <input type="checkbox"/> Shift Holiday	
<input type="checkbox"/> Regular hours, (Schedule, e.g. Mon-Fri 9am-5pm) _____ <input type="checkbox"/> Shift work, working hours : <u>9am-6pm, 5pm-2am, 1am-10am</u> , _____ hours per day	
14. Basic Salary : HK\$ <u>negotiable</u> per *month / week / day / hour / piece	
<input type="checkbox"/> plus Commission around \$ _____ <input type="checkbox"/> other benefit(s) / allowance(s) <input type="checkbox"/> discretionary	
15. Required Education : <input type="checkbox"/> No recruitment <input type="checkbox"/> schooling <input type="checkbox"/> Primary (Completed Primary _____)	
<input type="checkbox"/> Secondary (Completed Secondary _____) <input checked="" type="checkbox"/> Diploma/Certificate <input type="checkbox"/> Sub-degree <input checked="" type="checkbox"/> Degree <input type="checkbox"/> Others (please specify : _____)	
16. Working Experience : 2 to 3 years as support engineer	

17. Language Requirement : (please take into account the <u>genuine</u> job requirement)	<u>Ability to Listen & Speak</u>			<u>Ability to Read & Write</u>				
	Cantonese	<input checked="" type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input type="checkbox"/> Nil	Chinese	<input type="checkbox"/> Able to Read & Write	<input type="checkbox"/> Able to Read	<input checked="" type="checkbox"/> Nil
	English	<input checked="" type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input type="checkbox"/> Nil	English	<input checked="" type="checkbox"/> Able to Read & Write	<input type="checkbox"/> Able to Read	<input type="checkbox"/> Nil
	Putonghua	<input type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input checked="" type="checkbox"/> Nil	Others (Please specify: _____)			
	Others (Please Specify: _____)				<input type="checkbox"/> Able to Read & Write	<input type="checkbox"/> Able to Read	<input type="checkbox"/> Nil	
	<input type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input type="checkbox"/> Nil					

18. Other Entry Requirements:

Fluently speaking in Cantonese; Good speaking in English.

- Good writing skill of English and Chinese(preferably).
- Good communication skill
- Good written and verbal communication skills, enabling confident and effective liaison with clients over the phone and by email.
- Demonstrate the ability to provide calm and confident service when communicating with the team, clients, end users, and third parties via telephone, email, and remote support tools.
- Experience/Knowledge on supporting Microsoft Azure and/or AWS Services
- Experience on supporting Active Directory, Group policy, Exchange Service and Microsoft 365 Services, preferable Microsoft Defender, Purview or Microsoft security environments
- Azure or AWS: Compute, Storage, Networking, Security groups
- Operation experience on backup and restore, and preferable disaster recovery
- Willing to learn new technology and skill

Desirable Technical Skills & Certifications

Any combination of the following certifications. On-job training will be provided

- Azure Fundamentals
- AWS Cloud Practitioner
- Microsoft 365 Fundamentals

SoftwareOne welcomes applicants from all backgrounds and abilities to apply. If you require reasonable adjustments at any point during the recruitment process, email us at reasonable.accommodations@softwareone.com.

Please include the role for which you are applying and your country location. Someone from our organization that is not part of the decision-making process will be in touch to discuss your specific

Part III: Job Application Method

Applicants can apply the vacancy by:

- ✓ Contact *Ms / Miss / Mr_ Queenie Ma at
- *E-mail :queenie.ma@softwareone.com
- ✓ Send the resume to Ms / Miss / Mr* _____ at
- * Tel / Fax / Post / E-mail * _____

Part IIV: Declaration

1. Our company / I authorize CHEER to post the above job vacancy(ies) for recruitment purpose.
2. Our company / I understand that the acceptance and display of this job advertisement by the CHEER should by no means be construed as the job order has fully complied with requirements of the Minimum Wage Ordinance. Our company / I shall be responsible for ensuring that the terms of the post concerned are in line with the Minimum Wage Ordinance..

Company Representative/Employer: SOFTWAREONE HONG KONG LIMITED
(Full name in Block Letters):

Co. Rep. /Employer Signature or Company Chop: _____

