

At Everbright Securities International, we serve with professionalism and integrity. More than a claim, this describes the way we do business. As a leading financial services institution and an international business platform of Everbright Securities Company Limited (SSE: 601788, HKEX: 6178), Everbright Securities International offers a full-fledged financial platform that provides excellent world-class financial products and superior solutions for our clients. With a solid foundation and history of excellence since 1969, we operate five key businesses, Wealth Management, Corporate Finance & Capital Markets, Institutional Business, Asset Management, and Investment & Financing, serving individual, corporate and institutional clients in Hong Kong, Macau, Mainland China and the U.K.

Our all rounded product and service suite, and our solid track record of delivering a steady return on equity while being committed to staff development, present enormous prospects for talents.

Now an exciting opportunity has arisen for a high-calibre professional to join our dynamic team for a rewarding career:

Assistant Vice President, Technical Support

Ref: AVPTS/IT/IN

Responsibilities

- Lead IT support team, contractors and service providers to ensure the efficient and timely delivery of network administration, desktop support and IT procurement services
- Manage work schedule of technical support team and provide backup support
- Manage user satisfaction by successfully managing all service areas that have impact on user satisfaction
- Act as process owner of incident management, problem management and service level management
- Coordinate all contract execution activities including contract administration, acceptance of products/services and management of warranty and maintenance services
- Liaise with vendors and manage on price negotiation and solution discussion

Requirements

- Degree holder in Electronic Engineering, Computer Sciences or any related discipline
- 8 to 10 years' relevant experience in IT, including at least 5 years' experience in a team management/helpdesk management position
- Strong client facing skills, with ability to quickly establish rapport with user contacts at all levels
- Proficient in administrating AD infrastructure, MS Exchange, Citrix and Vmware
- Knowledge on Data Center facilities management is added advantage
- Good leadership and customer services skills with high level of problem-solving ability
- Experience in project management and vendor management
- Responsible, positive and able to work independently
- Good command of both written and spoken English and Chinese. Fluency in Putonghua an advantage

We offer a competitive remuneration package to the right candidate. If you are interested in the post, please send your resume together with your **present and expected salaries** through online application by clicking the "QUICK APPLY" button.

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We are an equal opportunity employer and welcome applications from all qualified candidates. All applications will be treated in the strictest confidence. Personal data provided will be used for recruitment purposes only. The job applicant will assume all or any risks arising out of or in connection with the job application transmission process prior to our actual receipt of the same including but not limited to accidental or unauthorized loss or disclosure of personal information, to which we will not be responsible in any way.

Under the Personal Data (Privacy) Ordinance, you may request access to, and / or correction of your personal data in relation to your application. If you wish to do so, please email to hr@ebshk.com.