Technical Support Engineer

infocast
滙 港 資 訊

Responsibilities

- Provide on-site technical support for customer service delivery and availability
- Acts as the primary onsite technical contact, providing customer visibility, troubleshooting support and problem resolution for corporate customers
- Able to manage hot issues by setting customer expectations, devising and implementing action plans and professionally communicating to all parties involved
- Support Infocast new trading system, iInvestor system and other Infocast products
- Perform Infocast product upgrade at client office
- Provide support for internal user and client

Requirements

- Higher Diploma/Degree in Computer Science, Electronic Engineering or related disciplines
- Knowledge in TCP/IP, LAN/WAN, DHCP, DNS and VLAN
- Experience in Linux and Windows platform
- Proactive, self-motivated, hardworking and a team player with good trouble-shooting and communication skills
- Customer oriented, independent & able to work under pressure
- Good command of spoken and written in English, Cantonese and Mandarin
- Willing to work overtime in case of emergency call
- Occasional Saturday work is required

To Apply:

We offer attractive package including medical insurance scheme and good career prospects to the right candidate. Interested parties please send your application to hr@infocast.com.hk

For more Company information, please feel free to visit our website at www.infocast.com.hk and www.infocastFN.com.

All information received will be kept strictly confidential and only for employment-related purposes.