



Founded in 1983, we are a non-profit making organization that provides intensive and well-rounded multi-disciplinary early intervention and therapy services to pre-school children with special education needs aging between 0 to 6 years old. Our commitment is to help them to achieve their full potential at the earliest possible age.

We welcome passionate individuals in joining Watchdog family to be one of us!

## **Watchdog Early Education Centre**

### **Assistant IT Manager / IT Officer (Full Time / Part Time)**

#### **Major Responsibilities**

- Plan, document, monitor, and support the IT infrastructure and IT systems
- Maintain and enhance the Organization's systems to ensure high levels of reliability, performance, and stability, with a strong emphasis on cybersecurity and compliance
- Oversee system development and enhancement, including requirement analysis, system design, implementation, testing and maintenance
- Provide technical support and user trainings on both software and hardware
- Oversee website development, enhancement, and ongoing maintenance
- Support the planning, compilation, and management of IT budget and IT operational procedures
- Evaluate and recommend new technologies (including AI, automation, and data-driven solutions) aligned with organizational needs
- Liaise with vendors, contractors, and internal stakeholders to ensure effective project delivery
- Provide front-line technical support to staff and service providers, including troubleshooting and user assistance
- Administer and support Microsoft 365 services, including user account management, SharePoint/One Drive setup and maintenance, basic security configuration and troubleshooting
- Troubleshoot and resolve basic hardware and system issues related to networks/servers, desktop computers, laptops, iPADS, printers, copiers, projectors, and other IT equipment
- Manage and maintain electronic document and file management systems, including organization, access controls, sharing, version tracking, and efficient storage and retrieval using SharePoint, OneDrive, and related cloud tools
- Maintain accurate and up-to-date records of IT assets, software licenses, warranties, and system configurations across all centres

## Requirements

- Bachelor Degree in Information Technology / Computer Science / Information Systems or related discipline
- Proven experience in IT management and support, with hands-on knowledge of Windows OS, iOS/iPAD OS, basic networking concepts, and end-user device troubleshooting
- Experience in website maintenance (content updates, media management, basic HTML/CSS) a plus
- Good problem-solving, interpersonal, and communication skills, with patience and an excellent customer-service mindset
- Sensitivity to working in environments involving children with special needs
- Clear communication in English and Cantonese
- Those with less experience can be considered as **an IT Officer**

Interested parties, please apply in Word format with a detailed resume stating current and expected salary to HR Manager and send it to [coppt@watchdog.org.hk](mailto:coppt@watchdog.org.hk).

Collected information is kept strictly confidential for employment-related purpose. Applicants who have not received our feedback within 3 months can consider the applications as unsuccessful.