



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

IT Support Officer

Major Responsibilities

- Provide front-line technical support to staff and service providers, including day-to-day 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
- Update and maintain the organization's website contents, and liaise with external developers/vendors when needed
- Enforce and uphold IT security best practices, including antivirus protection, firewall setting, device encryption, and password policies, and compliance with data protection and privacy regulations
- Maintain accurate and up-to-date records of IT assets, software licenses, warranties, and system configurations across all centres

Requirements

- Diploma or Degree in Information Technology or a related discipline
- Proven experience in IT support, with hands-on knowledge of Windows OS, iOS/iPADOS, 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
- Willingness to start on a part-time basis with possibility of transition to a full-time role

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.

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. Unsuccessful applications will be properly disposed.