

## **HELPDESK ANALYST**

### **Hong Kong**

The Helpdesk Analyst is responsible for collecting information through a user conversation, accessing support tools, and additional senior support staff as needed. Problems beyond the scope of their ability or responsibility are resolved by engaging or escalating in a timely manner to other resources from IT, Systems Development, or Digital departments' senior staff members.

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### **Duties and Responsibilities**

- Act as a single point of contact for phone calls and emails to ticketing system from staff regarding IT issues and queries.
  - Lead and coordinate with overseas offices, and all IT and AV vendors to set up all related equipment, and ensure smooth on-site operation, for auctions and events in HK and Asia.
  - Troubleshooting for any IT issues, including hardware and software, for daily operation in the office, such as staff laptop functionality, printing, server, internet access, laptop configuration etc.
  - Maintain a good balanced stock level for all IT equipment to support the day-to-day office operation, salesroom, events and any adhoc requirement.
  - First line support – troubleshooting related problems from in-house application software to hardware, such as general web application support, basic website publishing, iPhone, Laptops, PCs and Printers.
  - Troubleshoot basic network issues.
  - Escalate unresolved calls to the infrastructure, application, and digital support teams.
  - Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
  - To arrange for external technical support where problems cannot be resolved in house.
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### **Professional Skills and Experience**

- Incident Management experience – Managing incidents including business expectations and communication.
- Demonstrated ability to learn customer support processes and techniques.
- Strong analytical skills, problem solving and attention to detail.
- Competency in MS Office Suite. Strong knowledge of Microsoft based operating systems with emphasis on Windows and Office.
- Moderate MacOS knowledge.
- Competency in call center tracking and/or ticketing tools.
- Basic Active Directory knowledge. Creating user accounts, password Management, Security Group management.
- MDM account management and provisioning.
- Strong knowledge of Internet browsing applications with emphasis on Chrome, Safari, Firefox, and IE.
- Experience with using and troubleshooting Office within a network environment a plus (permissions, calendar sharing, and delegation).

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## **Education and Training**

- 2 - 3 years previous IT Service Desk and/or Call Centre experience required.
- BA/BS in Computer Science/Computer Engineering or comparable working experience.

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## **Personal Attributes**

- Proactive with excellent organization skills.
- Be a self-motivated achiever who gains satisfaction from providing excellent customer service.

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## **Working Conditions**

- Periodic evening/weekend coverage for Events/Sale season as needed with advanced notice.
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