

IT OFFICER/SUPERVISOR

LOCATION: SHANGHAI



YOUR RESPONSIBILITIES:

IT officer/Supervisor direct reports to Global IT Infrastructure Services Manager and dot line report to CFO-Greater China. This position is mainly responsible for providing comprehensive technical support, ensuring the security and efficiency of IT systems, and maintaining optimal operational standards aligning with global requirements under the supervision and leadership of Global IT management.

Essential Functions:

- **Technical Support:**
 - Keep in contact with defined Global Service Partner to install and maintain internal hardware and software, including troubleshooting and resolution of any issues.
 - Manage and train staff on computer hardware and software operations.
- **Infrastructure Management:**
 - Support and management of network, system, server operations, server rooms, CCTV, phone systems ...etc. according to the requirements within the contracts and provider support.
 - Conduct routine inspections of the company's data center and manage environmental controls.- Maintain and manage office equipment such as printers, copiers, and scanners.
- **Helpdesk Operations:**
 - Monitoring and handling daily SolutionONE helpdesk tickets, addressing problems, and user queries.
 - Providing support for end user applications like O365, Microsoft Teams, etc.- Document and track all SolutionONE helpdesk incidents and resolutions.
- **System Maintenance:**
 - Monitor and maintain desktop operating systems' and other applications' patches and updates.
- Configure and maintain Office365/Exchange Mail system and video conferencing tools.
- **Asset Management:**
 - Conduct inventories of IT fixed assets and manage inbound and outbound records and statistics.
 - Handle employee account setup and deprovisioning upon entry and departure with the initiation by local HR dept. via SolutionONE helpdesk ticketing system.
 - Reports to the Global IT Service and Governance Manager regarding the existing assets and planned assets for approval.
- **Standby Support:**
 - Provide on-call support for the company's IT infrastructure, systems, solutions and applications.
- **IT Security:**
 - Enforce and support the implementation of IT security policies and procedures.
 - Monitor and respond to security incidents and vulnerabilities.
 - Educate staff on security, the best practices and awareness.
- **IT Governance:**
 - Tracks and monitors all IT contracts and licenses by aligning with Global IT Service and Governance Manager.
 - Tracks and monitors all carepack renewals by aligning with Global IT Service and Governance Manager.
 - Reports to the Global IT Service and Governance Manager regarding the performance of local tickets and issues.
- **General SHEQ Accountabilities:** Conducting tasks delegated by the company's SHEQ team; Ensure following the company's Management system, defining/following up of corrective and preventative actions within defined responsibilities.
- **Responsible of End-User Device replacements, procurements** according to Global IT HW Catalogue.
- **Responsible of replacements, procurements, licenses, spare parts of system and network devices** approved by Global IT.

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YOUR QUALIFICATIONS:

- Bachelor's degree in IT, Computer Science, or related field.
- 5+ years' experience in IT support role including on-site support in a manufacturing and warehousing environment.
- Proficient in Windows OS, Office365, Teams and other M365 applications.
- Strong hardware and software troubleshooting skills.
- Experience with system and network troubleshooting and peripheral device configuration.
- Ability to provide end-user training.
- Excellent communication and customer service skills.
- Fluency in English and Mandarin.
- Better to have one or more of the following or equivalent certificates. CompTIA A+, CompTIA Network+, CompTIA Security+, CCNA, MCSE, ITIL Foundation, COBIT Foundation.

HAVE WE SPARKED YOUR INTEREST ...?

We look forward to receiving your application – apply now.

Kindly send your application to:

joyce.chen@pulcrachem.com

We look forward to hearing from you.

