



Cimigo is a growing, diverse, international market research consultancy company. Cimigo operates throughout the Asia Pacific Region, providing leading-edge marketing and brand consultancy to internationally recognised industry leaders and global brand names.

## Technical Officer, Hong Kong

Cimigo is actively recruiting for an experienced and enthusiastic I.T. technician to support our Hong Kong teams in the provision of daily operational support. The individual will work across all the technology systems and maintain and implement system changes and upgrades when required.

Our Hong Kong office has established a leading reputation for high quality work with many blue-chip clients. It is an office of dynamic, fun, energetic people who are passionate about market research consultancy and love to socialise together. We hope you'll join us.

### Role

You will work under the direction of the Regional I.T. Director to provide daily operational support to the teams in the Cimigo Hong Kong offices in both Causeway Bay and Kowloon Bay though you will be predominantly based in the Causeway Bay office. You will support all levels of staff, including Senior Executives and Operational Teams. All the technology systems will be supported, including client focused data management systems and the company's internal systems.

### Job Responsibilities...

- Provide daily technical support to users.
- Communicate with end users and coordinate with external vendors where required.
- Administrate existing systems and network infrastructure plus plan for and implement suitable system improvements, upgrades and changes.
- Troubleshoot the network issues relating to firewalls, WAN, LAN, bandwidth, latency, and any network related issues.
- Provide day-to-day support to senior end users.
- Provide technical advice and guidance when required.
- Keep educated on latest technological developments.

### You'll need to have...

- 2+ years of experience in IT technical support.
- Solid experience in infrastructure management and computer network settings, telephone systems, voice, video, data telecommunication system, internet and intranet systems support.
- Good knowledge of call center support experience, pabx, SIP call, soft phone support and maintenance, and Linux server maintenance is advantage.
- User support and technical support working experience.
- Strong client service orientation.
- Excellent communication and interpersonal skills.
- Self-motivated, responsible and positive attitude.
- Ability to work in a fast-paced, dynamic and changing environment.
- Fluency in English and Cantonese is essential.

### What we offer...

- Competitive salary, medical & life insurance and performance related annual bonus.
- Diversity of work in an international company.
- Sociable culture with dynamic, fun, energetic people!

### Next steps...

If you like what you hear, please send your resume with a cover letter stating your current and expected salary to [careers@cimigo.com](mailto:careers@cimigo.com).

All information received will be kept in strict confidence and used only for employment-related purposes.

For more information visit [www.cimigo.com](http://www.cimigo.com)