

**Job Description**

<b>Position:</b>	IT Technician	<b>Company:</b>	Allied Control Limited (ACL)
<b>Reports To:</b>	CEO/CTO	<b>Location:</b>	Hong Kong

**POSITION SUMMARY**

Reporting to the CEO and/or CTO of Allied Control – Liquid Cooling, this role performs a variety of Information Technology (IT) support duties related to the company’s computer, networking, storage and telecommunications systems. The successful candidate serves as ACL’s IT subject matter expert in all matters concerning the day-to-day operation and uptime of the company’s hardware and software systems and platforms. This includes timely support for all global company employees, equipment ordering, receipt, installation, set-up, maintenance, upgrades & provisioning of IT infrastructure to support ACL’s sustained growth.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Installs, configures, troubleshoots, and maintains computer, networking and storage hardware, software, and data/voice communication equipment.
- Coordinates the selection IT applications and equipment.
- Orders, provisions & sets up computer workstations & laptops, mobile phones, installs software & network operating systems; makes connections to the company’s network; works with various vendors to support these systems.
- Manages and tracks inventory of all computer systems, telecommunications equipment and software applications according to established policies, procedures, and budget.
- Services equipment requiring repair or preventive maintenance including updates; establishes a maintenance schedule and performs scheduled upgrades to all computer systems.
- Ensures ACL is in compliance with software license agreements, and works with software providers to accomplish specific maintenance and modifications.
- Performs routine tasks supporting local area network (LAN) and wide area network (WAN) administration; assists users in LAN and WAN procedures and programs, and in efficiently accessing network resources.
- Performs systems backup for computers and servers; maintains backup library and backup logs; develops and maintains clear and concise system documentation.
- Assists users with operational questions or problems and in the use of computer software applications; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to the company’s computer systems.
- Assists with operation, uptime, availability and security of ACL’s website.
- Assists with creation and enforcing of IT operational policies and procedures.
- Serves as a technical resource to enhance & upgrade ACL’s current and long-term computer system operations, formulating internal proposals & implementing plans.
- Stays abreast of current trends & developments in the field of computer software, programs and networking systems on a variety of hardware operating systems.
- Assists company for special events as needed – other duties as assigned.
- Acts in a manner consistent with ACL’s core values and according to ACL’s Code of Business Conduct and Ethical Behavior.

- Complies with standards and procedures of ACL's health and safety manual and Occupational Health and Safety regulations.

#### **SPECIFIC KNOWLEDGE, SKILLS AND ABILITIES**

- Associate degree or equivalent in IT, Computer Science or a related field is required, Bachelor's degree is a plus.
- 2 years of relevant experience preferred yet not required.
- Complete knowledge of IT design, applications and functions of computer and telecommunications hardware, software, operating systems and peripheral devices.
- Understanding of the principles and practices of LAN and WAN hardware, maintenance & software support including printers, scanners, modems, routers & switches.
- Practices excellent customer service to the highest level by demonstrating strong customer service skills while maintaining positive working relationships.
- Ability to work independently without day-to-day oversight, to organize work, set priorities, meet deadlines and follow-up unflinching on any assignments.

#### **SPECIAL CONDITIONS OF EMPLOYMENT**

- Fluent in English, both verbal & written, with fluency in Cantonese a strong plus.
- International travel several times per year.
- Valid passport.

Interested parties please submit your CV to Ms Julie Sullivan via email at [julie.sullivan@liquidstack.com](mailto:julie.sullivan@liquidstack.com) on or before 2 April 2021.