



MANDATORY PROVIDENT FUND SCHEMES AUTHORITY (MPFA)

The MPFA was set up in September 1998 under the Mandatory Provident Fund Schemes Ordinance (Cap. 485). Our mission is to regulate and supervise privately managed provident fund schemes; to educate the working population about saving for retirement and the role of the MPF System as one of the pillars supporting retirement living; and to lead improvements to provident fund schemes to make them more efficient and user-friendly, and better meet the needs of the working population.

At MPFA, we take pride in our people and aim to provide a unique environment where talents could reach their potential and fulfil their career aspirations. We focus on enhancing retirement protection of Hong Kong people and living our core values – Community Perspective, Commitment, Quality and Teamwork. If you share these concerns and are keen to practise and promote creativity, collaboration, communication and agility, looking to gain broad perspective from businesses, eager to sharpen your leadership and professionalism, and put stakeholders at heart, this is the place for you.

Support Analyst

(Ref. 23/2024)

The Job

- Receive IT helpdesk calls and provide IT technical support (e.g. desktop hardware and software installation, relocation, and troubleshooting) for user community with escalation and follow-ups until problems are resolved;
- Execute IT system routine activities including daily system health and security checks, backup operation and other data center operation;
- Compile IT helpdesk and operation documents and reports;
- Perform IT inventory management and execute IT tasks as per procedure and documentation; and
- Support IT project implementation.

The Person

- A recognized diploma, preferably in Computer Science or Information Technology, or equivalent;
- At least 1 year's relevant experience in enterprise data centre operation or IT Helpdesk support;
- Hands-on experience in at least two of the following areas:
 - Microsoft Windows 10 & 11
 - Lotus Notes
 - Microsoft Office Outlook, Word, Excel, PowerPoint and Access
 - Microsoft Office macro VBA programming
 - Local Area Network
 - Meeting / event support
 - Zoom audio / video conferencing support
 - Virtual PC support
 - Enterprise data backup software
 - Inventory management
 - Compiling helpdesk and operation reports, documents, presentation materials, etc.
- Good command of written and spoken English and Chinese;
- Good interpersonal, communication and organization skills; and
- Customer-oriented, independent and a good team player.

Remuneration Package

A competitive remuneration and benefits package including a discretionary performance-linked variable pay, annual leave, medical, dental and life insurance coverage, and MPF will be offered. All new appointments will be made on a two-year fixed-term contract initially prior to consideration for appointment on a non-fixed-term basis.

To Apply

Interested candidates are invited to apply via our [online application](#). The closing date for application is **19 May 2024**. Applicants not contacted for follow-up within 3 months after the closing date for application may assume that their applications are not successful. Applications not selected for further processing may be considered for other relevant openings in the future but their applications will not be retained for more than a period of two years after the closing date. For enquiries, please email at hrdmpfa@mpfa.org.hk.

The information provided will be kept confidential and only be used for those purposes relating to your application. Please visit our website for the details of the MPFA's Personal Information Collection Statement at

<https://www.mpfa.org.hk/en/mpfa/joining-mpfa/job-vacancies/personal-information-collection-statement>. The MPFA and its subsidiary are equal opportunities employers and welcome applications from all qualified candidates.