



銀河娛樂集團
Galaxy Entertainment Group

Department : IS&T

Position Title : Senior Specialist – Field Service

JOB DESCRIPTION:

- Working on the client side to provide technical support on front-end systems, peripherals, desktop applications, Operation Systems, and handheld devices
- Relocation for desktop items and maintain the correct inventory record
- Support basic networking such as connectivity, LAN troubleshooting and internet service
- Perform network patching in Back of House and IS&T closet rooms
- Perform regular hardware preventive maintenance and health check
- Monitor backup status and manage backup media
- Participate IT projects such as gaming table movement, service counter installation, office relocation and system upgrade as assigned by the Team Lead
- Coordinate the installation, configuration and troubleshooting with relevant application team for various applications
- Review and validate the technical knowledge documentations that are properly utilized
- Provision and monitor the inventory of IS&T hardware to support the on-going projects and daily IS&T support

REQUIREMENTS

- Strong knowledge of Computer hardware, Peripherals, Operating Systems, Desktop Applications and System administration support
- Technical knowledge in Microsoft Active Directory, Group Policy, and Microsoft Exchange
- Strong analytical and troubleshooting skills for computer hardware, systems and desktop applications
- Experienced in IS&T Asset management
- University degree in the field of computer science, information systems or related discipline
- Writing skill in technical documentation is required
- Demonstrated ability to work effectively as a team player
- Minimum 2 years of experience in IS&T support
- Able to communicate in English and Chinese
- Able to work on shift

Application :

Interested parties, please apply via :

· Email the detailed resume to: jason.cheng@galaxyentertainment.com

· Recruitment Hotline: +853 88839688

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銀河娛樂集團
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Department : IS&T

Position Title : Assistant Manager - Service Desk

JOB DESCRIPTION:

- Enforce IS&T escalation policies and procedures
- Enforce Service Desk service levels in consultation with end users to establish service request resolution expectations and timeframes
- Oversees all Service Requests are being handled
- Enforce Service Desk's strict compliance with company policy and SOP
- Guide the Service Desk team members to provide the proper and professional IT services with Service Level Agreement
- Analyze performance of Service Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems
- Track and analyze trends in service desk requests and generate statistical reports
- Supervise the external contractors working in the Service Delivery Team
- Review and ensure a high quality of all system maintenance notifications going out to business users
- Manage Service Desk Roster as well as handle daily roster exceptions for Service Desk Team members
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists & Knowledge bases for Service Desk team and end users.
- Oversee the development, implementation, and administration of service desk staff training procedures and policies
- Work on-call during critical incidents

REQUIREMENTS

- University degree in the field of computer science or equivalent work experience
- At least 3 years experience in a desktop support or technical support management role
- Certifications in Microsoft desirable
- Sitting for extended periods of time
- Solid relationship management and supervisor skills
- Ability to motivate and direct staff members and subordinates
- Strong understanding of the organization's goals and objectives
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on listening and questioning skills
- Strong documentation skills
- Ability to conduct research into a wide range of computing issues as required

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- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language to non-technical staff and end users
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation Able to communicate in English and Chinese
- Able to work on shift

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Department : IS&T

Position Title : Assistant Manager - Non-Gaming Ops

JOB DESCRIPTION:

- Design and develop operational processes and standards
- Plan and Manage Team resources for different projects and tasks
- Define KPIs and development plans for each individuals
- Review performance for each individuals in a regular basis
- Lead any production system maintenance and implementation in Back of House or Hotel Area
- Review and Response to Audit and security requirements
- Review and response to business recommendations and requirements to maintain / improve service level and quality
- Manage the life cycle of system releases
- Execute SDLC processes
- Lead in problem diagnostics, root cause analysis, and solution development in Non-Gaming systems.
- Able to engage stakeholders and drive them agreement.
- Manage vendors ensuring open and transparent relationship that clearly define the preferential status of GEG and demonstrates a beneficial service.
- Provide a stable systems environment for all nominated systems by identifying and rectifying potential concerns, be able to provide quick and accurate problem diagnosis.

REQUIREMENTS

- 5 years relevant working experience on Non-Gaming Systems, Back of House or Hotel related areas
- Bachelor degree in Information Systems , Information Systems Management or equivalent
- Fluent English and Cantonese are required, Mandarin is an advantage
- Communication, negotiation, operational, problem solving and project management skills are required
- Understanding on CISA/CISSP, PMP, ITIL is an advantage
- Ability to adopt always changing working environment and able to handle unexpected situations
- Willing to work overtime, commit and delegate to any work assignments, and ability to motivate the team
- Work under on-call basis if needed Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation Able to communicate in English and Chinese
- Able to work on shift

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Department : IS&T

Position Title : Manager - Network Service Delivery

JOB DESCRIPTION:

- Solutions Identification - Advise and Propose Technology solutions to support the daily needs of current and future business growth toward achieving success in the Storage domains, participate in IS&T initiatives cross functional teams.
- Budget Management - Define and review technical/business requirements, proactively provide guidance/advice in Storage Domain to operation team maintain cost efficiency and insure fiscal goals and project goals are achieved.
- Programs and Projects Management - Execute initiatives and co-ordinate assigned projects in dynamic environment. Priorities responsibilities to ensure on-time delivery of initiatives. Report all conducts of works with integrity, transparency and honesty.
- Availability and Capacity - To supervise and provide oversight of the operation team and management of the Storage systems including the measurement of systems capacity/performance, planning, design, implementation, research and recommendation of projects to provide proactive maintenance and improvements to systems ensuring secure, resource, performance optimization, consistent with the business direction of Galaxy Entertainment group. Demonstrate technical expertise and service availability with all IS&T functional teams.
- Organizational Change Enablement - To approve and prioritize system change requests of all complexity levels by reviewing carrying out tasks as required during the full lifecycle of a system change request resulting in process improvements as required.

REQUIREMENTS

- Minimum of 3 years professional experience in managing and operating large scale SAN infrastructure.
- Minimum of 3 years professional experience in Virtualizations, Servers, Operation Systems and Storage system integration
- Experience in Casino management and hospitality systems will definitely be an advantage.
- Minimum of 2 years exposure as a Systems solutions consultant, Able to co-ordinate and lead projects, to communicate effectively with peer group and senior management.
- Experience in Business continuity planning, System/Storage Disaster Recovery will definitely be an advantage.
- Excellent in cost estimation in terms on broad knowledge infrastructure, enterprise Storage, systems, DataCenter in difference type of license model.
- Excellent written and verbal communication skills with an excellent ability to communicate in English/Cantonese. The ability to translate business needs to/from technical requirements. Technical Writing such solution comparison/review reports.

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- Speaks fluent mandarin will be an advantage.
- Excellent planning, organizational, interpersonal, teamwork skills.
- Knowledge of financial models and budgeting. Able to work on shift

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