

HONG KONG SHUE YAN UNIVERSITY
Computing Services Centre

Position: Audio Visual (AV) / IT Technician

Major Responsibilities:

- Provide frontline Audio Visual (AV) and IT support for staff and students under the User Services Section, ensuring smooth daily operations within the Computing Services Centre and across the University.
- Manage and support AV facilities in classrooms and lecture halls, ensuring the smooth operation, maintenance, and troubleshooting of AV hardware and software for teaching and learning activities.
- Liaise with vendors for equipment maintenance and repairs, inventory control, and conduct routine inspection and maintenance of AV equipment including setup, troubleshooting, and support for teaching, conferences, meetings, and special events.
- Deliver on-site AV and IT support for University events and activities.
- Maintain and update user guides, operation manuals, knowledge base articles, and other IT-related documentation.
- Perform other tasks as assigned.

Requirements:

- Diploma or above in Multimedia Technology, IT, Computer Science, or a related discipline from a recognized University, College, or Technical Institute.
- Minimum of 2 years of relevant experience in AV support, IT support, or a related field.
- Hands-on experience with Zoom, Teams, and control systems.
- Good knowledge of PC hardware, software, and troubleshooting techniques.
- Strong analytical and problem-solving skills.
- Good interpersonal, communication, and customer service skills.
- Good command of both spoken and written English and Chinese.

Salary will be commensurate with qualification and experience. Candidates with more experience will be considered as Senior IT Technician.

The appointment is contract-based and renewable upon mutual agreement. Applicants should apply by sending a completed application form, resume and Cover Letter via email to cscjob@hksyu.edu.

Deadline: The posts are open until filled.

Please complete the application form via the hyperlink below:

<https://eform2.hksyu.edu/view.php?id=15970>

Only shortlisted candidates will be contacted. Personal data received will be used for recruitment purposes only. Applications will receive full consideration until the positions are filled.