

Job Description

Company Information		
Company Name	English Name	Ricoh Hong Kong Limited
	Chinese Name	理光(香港)有限公司
Business Nature	Information Communication Technology	
Company Address	21/F, One Kowloon, 1 Wang Yuen Street, Kowloon Bay, Hong Kong	
Company website	http://www.ricoh.com.hk/	
Job Information		
Job Title	Helpdesk Engineer	
Number of Vacancy	1	
Job Nature	Permanent	
Job requirement	<ul style="list-style-type: none"> • Holder of High Diploma or above in Computer Science, Electronic Engineering or equivalent • Possession of MCSE, MCITP, CCNA is highly preferred • 2 years' Helpdesk experience with strong troubleshooting skills in Windows desktop environment 	
Job description	<ul style="list-style-type: none"> • Perform helpdesk role and respond to customers' problems on Ricoh products and IT services at the first contact level • Provide customers relevant and accurate product and services information and resolve their problems • Maintain helpdesk technical documentation, handle call logs and reports 	
Special requirement	<ul style="list-style-type: none"> • Good command of spoken English, Cantonese and Putonghua • Customer-focused, self-motivated and be a good team player • Strong communication and interpersonal skills • Willing to work outside office hours when required 	
Working Hour/Date	Monday to Friday 8:50 to 17:30	
Working Location	Kowloon Bay	
Annual Leave entitlement	14 days	
Fringe Benefits	Medical, ORSO/MPF Scheme, Discretionary Bonus, Education Sponsorship Scheme	
Computer Skill	Proficient in MS Office such as Word & Excel	
Expected date for Ad.	asap	

If you are interested in applying the job, please send us your application letter and resume including expected salary to Mary.Ng@ricoh.com.hk