

## JOB DESCRIPTION

<b>Title of position</b>	IT Helpdesk
<b>Contract type</b>	Permanent
<b>Department</b>	Information Technology – IT Helpdesk
<b>Reporting to</b>	CTO / Head of Natixis HK IT Helpdesk
<b>Job description date</b>	9 <sup>th</sup> November 2021

### Position Summary

Provide end users support and maintenance within the organization's desktop computing environment. Liaise with HK IT team and provide remote end user support in Hong Kong.

### Main responsibilities and duties of the role

- Provides a single point of contact for end users (VIPs, Traders, FO/MO/BO users, Visitors) to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining desktop hardware (PCs, monitors, printer, etc.)
- Support for all telephony equipment (desk phones, headsets, trading turrets, corporate mobiles, phone recordings and VC systems) maintenance to ensure optimal working environment
- Provide troubleshooting support (in person, by telephone, or via email) in a timely and accurate fashion and provide end-user assistance where required
- Work independently and escalate issues to regional L2/L3 IT teams
- Provides 1st level support on business applications and escalates to the appropriate support team as needed
- Ensures Natixis technology assets are properly used, monitored and recorded in our inventories.
- Responsible for recording all users' request in ServiceNow ticketing system, with accuracy and an appropriate level of details.
- Collaborates with other Helpdesk teams in the region (by communicating about findings, fixes and documentation, whenever required)
- Support local obligations for Business Continuity
- Maintains the IT software is in line with company required version
- Working with local vendors/regulator and application support team to deploy the new applications for users
- Ensure all IT hardware/software/infrastructure meet local regulator's requirement
- Document and communicate to regional IT and compliance any divergence or discrepancy
- Managing local IT procurement. Sorting providers, preparing purchase request and dealing with the payment with financial team
- Arrange to relocate the IT equipment when there is any seating relocation of users.
- Ensure compliance with bank policy and document any discrepancy
- To provide support to coordinate with regional IT, local team and external auditors in case of IT queries or related matters
- Offsite support and over-time work are necessary in BCP or emergency case

### Technical skill requirements

- Experience in supporting computer hardware (PC, server, VDI, laptop, turret and mobile & handhelds) and software (Windows Desktop - win7 and win10, MS Office – 2010,2016,365, blackberry work, Airwatch) and basic back-end administration (Windows Server, AD, SCCM, Exchange, networking)
- Bachelor in IT related discipline. MCTS/MCITP/MCSE certifications an advantage
- Proactive and positive attitude. Excellent customer service-oriented mindset

### Job Qualification (education, years of experience and other soft skills)

- 2+ years of experience in a Technical Support / Helpdesk role in an enterprise environment. Banking / Finance experience is a plus.
- Excellent verbal and written communications skills in English (Mandarin a plus)
- Shift work is required