



PCCW Solutions is the ICT flagship of PCCW. It represents the integrated information, communications and technology provider, offering both solutions and services ranging from IT consulting and implementation to maintenance. We provide world-class IT consulting, design and build of customized solutions and outsourcing services and deliver great value to our customers by integrating information, communications, technologies (ICT), across China Hong Kong. Our strong track records include development of the mission critical HK Smart ID card system, that benefit all HK citizens, and nationwide ERP system for China Mobile and China Netcom. We have been named by Gartner Research as one of the Top System Integration provider in Large Market Segment for consecutive years. Our teams focus on the dynamic sectors of Finance, Government, Telecom and Enterprise. We are the partner of choice to customers in these segments.

PCCW Solutions is looking for the best candidates, the best people, the most promising and passionate employees, people with commitment, drive and a desire to learn. Alumni of The Chinese University of Hong Kong are welcome to apply.

Openings

System Application	1	Analyst Programmer / Programmer
	2	Senior Solution Analyst
	3	Analyst Programmer / Programmer (Oracle ERP Applications)
Infrastructure	4	Systems Specialist – Middleware Service
	5	Systems Specialist – Windows Administration
	6	Systems Specialist – Unix Administration
	7	Systems Specialist – IT Security Services
	8	Systems Specialist – Service Support
	9	Systems Specialist – Pre-sales
	10	Database Administrator
	11	Operations Manager (Network Operations Center)
	12	Senior Network Engineer (Network Operations Center)
	13	Assistant Engineer (Network Operations Center)
	14	Assistant Systems Specialist
	15	Technical Specialist / Senior Technical Specialist
	16	Help Desk Agent
	17	IT Service Management Center Support
	18	Technical Support
Engineering	19	Senior Audio Operator - Sound & Audio / Video Equipment
	20	Audio Technician - Sound & Audio / Video Equipment
	21	Audio Operator - Sound & Audio / Video Equipment
	22	Maintenance Officer - Sound & Audio / Video Equipment
	23	Technical Officer
Others	24	Operations Officer
	25	Business Analyst



Rewarding career with attractive remuneration package including 5-day week, retirement scheme, generous annual leave, and free shuttle bus service.... as well as comprehensive training will be offered to the right candidates.

If you have the desire for an exciting and rewarding career, please send your application immediately to the Human Resources personnel shown at the bottom of each opening below of PCCW Solutions.

To learn more about PCCW Solutions, please visit www.pccwsolutions.com.



Openings

(1) Analyst Programmer / Programmer

(Ref: SSDI-AP.P)

The Job

The successful candidate will become member of our IT delivery team in driving application development and enhancement of internal and external clients' application systems. He/she will be involved in collecting user requirements, system analysis and design, system development and testing covering the entire System Development Life Cycle (SDLC).

The Person:

- Good technical skill in any of the following areas:
 - ✧ J2EE and proficient in web technologies (Java, J2EE, EJB, XML and SOAP), Java Swing is an advantage,
 - ✧ Websphere Application Server (WAS), Business Process Server (a IBM workflow engine) and MQ-Series (a messaging service)
 - ✧ IBM Mainframe, DB2 Application
 - ✧ SAS ETL and reporting
 - ✧ Unix, Oracle, SQL, PL/SQL, Pro*C, Stored Procedures
 - ✧ C, C++, Powerbuilder and Visual Basic
 - ✧ WebLogic Application Server
 - ✧ Oracle ERP applications (iProcurement, HRMS, General Ledger, Accounts Receivables, Accounts Payables, Fixed Assets)
 - ✧ IBM Content Manager/ Business Objects Crystal Report/ IBM Websphere products
- Bachelor Degree or Higher Diploma in Computer Science or equivalent
- Good analytical and problem solving skills
- Self-motivated team player and ability to work with a team of programmers and designers
- Hardworking, able to work independently and to work under a tight schedule and meet deadlines

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(2) Senior Solution Analyst (Training and Education)

(Ref: SSDI-SSA.TE)

The Job

We have multiple positions for our client system development team to develop complete education solutions. This requires understanding customers' business requirements and ability to create user procedures and training materials with respect to the customers' specific training strategy.

The Person:

- Degree/Higher Diploma in Computer Science or Accounting or equivalent;
- Minimum of 3 years relevant implementation, training or documentation experiences;
- Good accounting background and thorough knowledge of business processes;
- Experience in conducting end-user training;
- Good interpersonal skills and excellent verbal and written communication, in both English and Chinese;
- Self-motivated, positive attitude, fast-learning, energetic, and able to perform in a challenging environment independently;
- Familiar with Oracle application implementation, knowledge on Oracle Financials or Oracle Tutor is an added advantage;
- Working experience with the Government is an advantage.

(Candidates with less experience will be considered as Solution Analyst, Training & Education).

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(3) Analyst Programmer / Programmer (Oracle ERP Applications)

(Ref: OMS.ERP)

The Job

The successful candidate will be responsible for application support and enhancement of internal and external clients' application systems.

The Person:

- Bachelor degree in Computer Science or related discipline
- Solid experience in Oracle ERP Applications and/or Oracle Developer 6i is a definite advantage,
- Knowledge in Discoverer, Developer 6i, PL/SQL 、UNIX 、JAVA 、J2EE, TIBCO
- Hands-on experience in supporting mission critical applications
- Good analytical and problem solving skills
- Self-motivated, able to work independently and willing to learn
- Good inter-personal skills and good team player
- Mature and initiative, and able to work independently and under pressure

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(4) Systems Specialist - Middleware Service

(Ref: OMS-MS)

The Job

The successful candidates will be responsible for the design, implementation and post-production support of infrastructure components (servers, operating system, and system software). He / She will also be required to develop and support web and middleware applications in Java technology.

The Person:

- Degree in Computer Science or related disciplines with J2EE Application Server Administration Certificate preferred
- Minimum of 2 years solid experience of OO Application Development
- Hands-on experience in administration of J2EE Application Server such as BEA Weblogic or IBM Websphere.
- In-depth knowledge in Web and Internet Technologies
- Good command of both written and spoken English.
- Stable, proactive, good interpersonal and analytical skills, able to work independently and under pressure.

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(5) Systems Specialist - Windows Administration

(Ref: OMS-WA)

The Job

The successful candidate will be responsible for the design and implementation of external clients' systems. He/She will be involved in collecting user requirements, system analysis and design, and implementation of infrastructure components (servers, operating system, and system software) of the system. After implementation, he/she will also be responsible for conducting day-to-day operations in the areas of Windows Administration / Unix platform support.

The Person:

Windows Administration

- Degree/Higher Diploma in Computer Science or related disciplines; relevant Microsoft certificates preferred
- Minimum of 3 years solid experience in Windows Server 2002/2003 administration, Windows Domain/ Active Directory administration and/or Windows Clustering administration
- Experience in Veritas Backup Solution – NetBackup/ BackupExec essential
- Good command of both written and spoken English
- Stable, mature and able to work independently and under pressure

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(6) Systems Specialist - Unix Administration

(Ref: OMS - UA)

The Job

The successful candidate will be responsible for the design and implementation of external clients' systems. He/She will be involved in collecting user requirements, system analysis and design, and implementation of infrastructure components (servers, operating system, and system software) of the system. After implementation, he/she will also be responsible for conducting day-to-day operations in the areas of Windows Administration / Unix platform support.

The Person:

Unix Administration

- Degree/Higher Diploma in Computer Science or related disciplines; relevant Microsoft certificates preferred
- Minimum of 2 years solid experience of IBM AIX/ HP HP-UX/ LINUX / SAN infrastructure administration.
- Preferable with hands-on experience in performance monitoring, troubleshooting, tuning and system management products (IBM Tivoli) and administration of Network management tools, backup tools (Tivoli Storage Manager or Veritas Backup Solution) and Job scheduling tools.
- Good command of both written and spoken English
- Stable, mature and able to work independently and under pressure

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(7) Systems Specialist – IT Security Services

(Ref: OMS-ITSS)

The Job

The successful candidate is responsible for the design, technical support and review on network security such as firewalls, intrusion detection systems and other security related infrastructure. He / She is also required to draft security policy and procedures, conduct research on the latest security issues and derive work plans for other teams and departments for implementation. In addition, he / she is competent of delivering security review/ audit services.

The Person:

- Degree in Computer Science or related disciplines preferably with IT security related certificates, such as CCSE, CCSA, CCNA
- Minimum of 2 years experience in system, network management and security system
- Hands-on experience in Firewall products, anti-virus, intrusion detection, security & data encryption, network management as well as platform and network set-up.
- Experience in ISO27001 / BS7799 implementation / auditing / project management is an advantage
- Good command of both written and spoken English.
- Stable, proactive, good interpersonal and analytical skills, able to work independently and under pressure.

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(8) Systems Specialist - Service Support

(Ref: OMS-SSS)

The Job

The successful candidates will supervise the day-to-day operations of the IT Service Management Center in the areas of incident management, problem management, change management, configuration management, and production scheduling. He/She will be responsible for the documentation, quality assurance and security control of the service center, as well as recommending technologies and methodologies to improve overall operational efficiencies.

The Person:

- Degree in Computer Science, Information Systems or related disciplines
- At least 5 years IT working experience, preferably with experience in Service Management or IT Operations
- Experience in supervising a small team
- Experience in ISO20000 / BS15000 / ITIL or the related automation tool-sets is an advantage
- Excellent communications and interpersonal skills, good analytical and problem-solving abilities
- Logic, flexibility and the ability to work under pressure

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(9) Solution Specialist - Pre Sales (Outsourcing IT Service)

(Ref: OMS - PS)

The Job:

You are responsible for driving sales revenue by providing pre-sales services and solution consultancy for Government sector and enterprise clients in various industries; participating in solution presentation, demonstration; and liaising closely with technical specialists and external vendors to ensure quality technical proposals are delivered.

The Person:

- University graduates in Business Administration, Marketing, Computer Science, Information Systems, Electronic Engineering or relevant disciplines
- At least 3 years of sound pre-sales experience in outsourcing and managed services
- Experience in creating customer value and sales opportunities with partners and customers independently, and able to form consortium to drive for success in capturing business opportunities
- Excellent communication and interpersonal skills with excellent command of both written and spoken English, Cantonese and Putonghua
- Aggressive, independent and be able to work under pressure

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(10) Database Administrator

(Ref: OMS-DBA)

The Job

The successful candidate will be responsible for the design and implementation of external clients' systems. He/she will be involved in collecting user requirements, system analysis and design, and implementation of infrastructure components (servers, operating system, and system software) of the system. After implementation, he/she will also be responsible for conducting day-to-day operations in the areas of Unix/Intel platform support.

The Person:

- Degree/Higher Diploma in Computer Science or related disciplines.
- A minimum of 2 years solid experience in Oracle/DB2/SQL Server database administration and operation.
- Knowledge in backup tools (Tivoli Storage Manager or Veritas Backup Solution).
- Experience in System Analysis and Design, and/or public sector project preferable.
- Good command of both written and spoken English.
- Stable, mature and able to work independently and under pressure.

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(11) Operations Manager (Network Operations Center)

(Ref: OMS-OM)

The Job:

This is a high profile IT operation management position for a high-tech campus network serving multiple customers. Services provided include IP network provisioning, campus-wide wireless LAN, ISP services and IP-based value-added multimedia and telephone services, structured cabling and web hosting.

The successful candidates will be responsible to oversee & manage the technical managed services and operation services of the Center and to ensure the process, procedure, practices and change are properly implemented and to assure the quality of services provided. In addition, he/she is required to monitor on-going operation improvement programs and will act as contract manager for handling contract details on day-to-day operation of the Center in relation to the Operation Contract.

The Person:

- University Graduate in Computer Science / Computer Engineering / Information Systems or related disciplines
- At least 10 years working experience in IT areas, in which at least 5 years of team leading experience in operation or management of support team
- At least one certification in IP networking, database administration, server administration of Unix, Linux or Windows 2000, IT security, IT service management or IT/Telecom related certificates
- Experience with best practice standards such as BS7700, ISO27001 and ISO9001 is strongly desired

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(12) Senior Network Engineer (Network Operations Center)

(Ref: OMS-SNE)

The Job

The successful candidates will conduct day-to-day operations in the areas of network and server administration, security control and the design of procedures for upgrading and monitoring fault restoration. They will handle documentation, quality and problem management, and capacity planning and control for the network-operations center.

The successful candidates will also handle any operational changes or problems while ensuring that proper control procedures are in place. Finally, they will recommend technologies and methodologies to improve overall operational efficiencies.

The Person:

- Degree / Higher Diploma in Computer Science, Information Systems or related disciplines
- At least 5 years working experience on “UNIX Server maintenance” or “Support on Network Security System”, preferably with solid experience in Network Operations Center
- Possess professional certification in IP networking / Server Administration on UNIX or Linux or Windows 2000 / Firewall & Security / Database Management / IT&T related disciplines
- Excellent communications and interpersonal skills, good analytical and problem-solving abilities
- Logic, flexibility and the ability to work under pressure
- Shift duty required

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(13) Assistant Engineer (Network Operations Center)

(Ref: OMS-AE)

The Job

The successful candidates will conduct day-to-day operations in the areas of network and server administration, security control and the design of procedures for upgrading and monitoring fault restoration. They will handle documentation, quality and problem management, and capacity planning and control for the network-operations center.

The successful candidates will also handle any operational changes or problems while ensuring that proper control procedures are in place. Finally, they will recommend technologies and methodologies to improve overall operational efficiencies.

The Person:

- Degree / Higher Diploma in Computer Science, Information Systems or related disciplines
- At least 1 year working experience on “UNIX Server maintenance” or “Support on Network Security System”, preferably with solid experience in Network Operations Center
- Possess professional certification in IP networking / Server Administration on UNIX or Linux or Windows 2000 / Firewall & Security / Database Management / IT&T related disciplines
- Excellent communications and interpersonal skills, good analytical and problem-solving abilities
- Logic, flexibility and the ability to work under pressure
- Shift duty required

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(14) Assistant Systems Specialist

(Ref: SSDI-ASS)

The Job

The successful candidate will be responsible for support and maintenance of a large territory-wide IT system. The candidate will provide a technical support on IBM AIX Servers to users.

The Person:

- Diploma or Degree holder in Computer Science, Information Technology or equivalent with 2 years hands-on experience on AIX System Administration
- Sound experience on HACMP on AIX
- Good technical knowledge in multiple IT platforms, development environments and applications and able to work independently
- Self motivated and able to work under pressure
- A team player with good analytical and problem solving skills
- Fluent in both verbal and written English and Chinese

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(15) Technical Specialist / Senior Technical Specialist

(Ref: SSDI-TS)

The Job

The successful candidate will be responsible for support in the areas of external or internal projects. He/She will be performed the professional consultation on server configuration, security, web and application infrastructural design. The candidate will also be responsible for project planning and feasibility/reliability study of design solutions, as well as working with vendors to deliver technical solutions

The Person:

- University graduate in Computer Science or related disciplines
- Solid experience in IBM Websphere and JBoss Server configuration. Familiar on backup and monitoring tools such as IBM Tivoli, HP Openview, Veritas or Brigstor Arcserve. Knowledge on design and setup of Network and security is preferable
- A team player with analytical and problem solving mind, self-motivated. Good interpersonal skills and proficiency in both verbal and written English and Chinese (Putonghua is an asset)

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(16) Help-Desk Agent

(Ref: OMS-HDA)

The Job:

- Handle incoming inquiries, incidents and problems via phone, email and fax
- Handle customer complaints and escalate to relevant responsible parties if appropriate
- Perform tier one trouble shooting and problem analysis
- Coordinate with both internal technical support and external vendor(s) for scheduled and non-scheduled activities

The Person:

- Diploma in IT-related disciplines with excellent PC skills
- Basic operation knowledge in Windows / Unix / Network
- Shift duty required

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(17) IT Service Management Center Support

(Ref: OMS-ITSCS)

The Job:

- Responsible for day-to-day support in the areas of incident management, problem management, change management, configuration management, and production scheduling in our 7x24 IT Service Management Center
- Perform network and systems monitoring and surveillance to ensure service availability
- Perform tier one trouble shooting and problem analysis
- Carry out computer operations tasks according to schedule and stated procedures
- Coordinate with both internal technical support and external vendor(s) for scheduled and non-scheduled activities
- Handle any operational changes or problems while ensuring proper control procedures are in place

The Person:

- Diploma in IT-related disciplines with excellent PC skills
- Operation & support knowledge in Windows / Unix / Network / Database
- Shift duty required

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(18) Technical Support

(Ref: OMS-TS)

The Job:

- Perform Windows server setup, including OS installation, centralized backup setup and service monitoring setup
- Implement standard hardening on OS level
- Perform on-site/remote desktop support for software installation/removal and troubleshooting
- Perform desktop inventory check and maintain accurate record of customers' assets
- Create and maintain technical documentation for daily support

The Person:

- Good knowledge of Windows 2000, Windows 2003/Windows XP/Windows Vista
- Good analytical and problem solving skills with a flexible mindset
- Good customer care and interpersonal skills
- Able to work independently
- Good communication skill in English, Cantonese and Mandarin
- Holder of MCP, MCSE , MCDST are advantageous

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(19) Senior Audio Operator – Sound and Audio/Video Equipment

(Ref: TSIS - LSE)

The Job:

You are required to control and operate sound and audio/video equipment in performing venues, to ensure best sound mixing, reinforcement and recording results as well as to support technical team in carrying out corrective and preventive maintenance for the sound and audio/video equipment. You are also required to liaise with internal and external customers to ensure the smooth run in the performance.

The Person:

- Degree in Technical Arts from HKAPA or equivalent with 2 years' relevant experience
OR
Advanced Diploma in Technical Arts from HKAPA or equivalent with 5 years' relevant experience
OR
Certificate in Electronic or Electrical or Audio Engineering or equivalent with 7 years' relevant experience
- Practical technique and knowledge in operating Sound and AV equipment
- Knowledge in PC software applications in sound system is preferred
- Good customer skills and able to communicate effectively in English, Cantonese and Putonghua
- Willing to perform irregular shift duties
- Working Location: Hong Kong City Hall / Yuen Long Theatre / Sha Tin Town Hall

HR Contact:

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(20) Audio Technician – Sound and Audio/Video Equipment

(Ref: TSIS - LSE)

The Job:

You are required to set up and operate sound and audio/video equipment on stage under instructions, including handling and transportation of the equipment as well as simple electronic maintenance.

The Person:

- Advanced Diploma in Technical Arts from HKAPA
OR
Diploma in Technical Arts from HKAPA or Diploma in Electronic Engineering or equivalent with 2 years' relevant experience
OR
F5 standard with at least 4 years' relevant experience
- Basic knowledge in electronics and audio-visual
- Good customer skills and able to communicate in English, Cantonese and Putonghua
- Willing to perform irregular shift duties
- On-the-job training will be provided
- Working Location: Sha Tin Town Hall

HR Contact:

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(21) Audio Operator – Sound and Audio/Video Equipment

(Ref: TSIS - LSE)

The Job:

You are required to control and operate sound and audio/video equipment in performing venues, to ensure best sound mixing, reinforcement and recording results as well as to support technical team in carrying out corrective and preventive maintenance for the sound and audio/video equipment. You are also required to liaise with internal and external customers to ensure the smooth run in the performance.

The Person:

- Degree in Technical Arts from HKAPA
OR
Advanced Diploma in Technical Arts from HKAPA or equivalent with 4 years' relevant experience
OR
Certificate in Electronic or Electrical or Audio Engineering or equivalent with 6 years' relevant experience
OR
F5 standard with at least 10 years' relevant experience
- Practical technique and knowledge in operating Sound and AV equipment
- Knowledge in PC software applications in sound system is preferred
- Good customer skills and able to communicate effectively in English, Cantonese and Putonghua
- Willing to perform irregular shift duties
- Working Location: Tsuen Wan Town Hall

HR Contact:

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(22) Maintenance Officer – Sound and Audio/Video Equipment

(Ref: TSIS - LSE)

The Job:

- Assist the Officer-in-Charge to supervise the operation and maintenance of various sound and video systems of the venue to ensure optimal service availability.
- Assist the Officer-in-Charge in allocating manpower and resources in an efficient manner and fostering staff training and development.
- Provide technical support for operational team, performers, hirers and venue management.
- Liaise with performers and hirers to agree on the production requirement.
- Work independently in routine maintenance, repair and installation of sound and video equipment.
- Plan and direct staff to carry out routine maintenance, repairs and installation of sound and video equipment/systems.
- Perform other duties as may be required.

The Person:

- Degree in Technical Arts from HKAPA OR
- Advanced Diploma in Technical Arts from HKAPA or equivalent with 4 years' relevant experience OR
- Certificate in Electronic or Electrical or Audio Engineering or equivalent with 6 years' relevant experience OR
- F5 standard with at least 10 years' relevant experience
- Practical technique and knowledge in operating Sound and AV equipment
- Knowledge in PC software applications in sound system is preferred
- Good customer skills and able to communicate effectively in English, Cantonese and Putonghua
- Willing to perform irregular shift duties
- Working Location: Sai Wan Ho Civic Centre / Sha Tin Town Hall

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(23) Technical Officer

(Ref: TSIS - RO)

The Job:

- To carry out operations and maintenance duties on the telecommunication equipment in Victoria Peak Radio Station
- To maintain satisfactory performance of the radio services provided by the Station
- Required to work 24-hours rota shift duty

Successful applicant:

- Ordinary Certificate in Electronic / Electrical Engineering or equivalent plus 2 years' experience in telecommunication field
- Preferably with good knowledge in HF, VHF, Microwave and T1/E1 systems
- Good interpersonal, analytical and communication skills
- Speak fluently English and Chinese
- Responsible and able to work under pressure

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(24) Operations Officer

(Ref: ELG - OA)

The Job

You are required to lead and motivate a team of staff in providing Document Logistics services which will include quality monitoring, preparation of operating procedures, staff training, customer coordination in meeting service standards, identifying and implementing improvement plans for cost saving, quality control and operations efficiency.

The Person:

- Form 7 or Diploma in related discipline with 2-3 years' relevant experience

OR

University Graduate with 1-2 year's working experience

- Proficiency in common PC software and exposure to different systems, procedures and practices
- Able to communicate effectively in both written and spoken English and Chinese, interact tactfully with staff at all levels
- Good supervisory skills, able to work independently and under pressure
- With analytical mind, result-oriented and self-motivated

HR Contact:

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(25) Business Analyst

(Ref: OMS - BA)

The Job

- Manage the contracting process and contract administration
- Perform credit assessment & control and manage the setting up of service level agreement with customers
- Produce various analytical reports relating cost structure

The Person:

- University graduate or equivalent in Finance / Accounting / Information Technology
- Minimum of 5 years relevant experience, preferably gained from IT industry
- Experience in contract administration is essential
- Excellent communication skill, effective writing skills, good analytical and problem solving skills, self-motivated
- Fluent in English, Cantonese, and/or Putonghua

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