



Pacific Basin is one of the world's leading owners and operators of modern Handysize and Supramax dry bulk ships. We are headquartered and listed in Hong Kong and operate globally with a fleet of over 260 ships trading worldwide. Our team comprises about 4,600 seafarers and over 400 shore staff in 14 key locations around the world.

Job Title	IT Support Officer	Location	Hong Kong
Department	IT Department	Reporting Line	Director, IT

Role Summary	As part of our ongoing development, we are looking for an experienced IT Support Officer to join our IT team. This position plays a crucial role in maintaining the technological infrastructure of an organization.
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Internal Stakeholders	<ol style="list-style-type: none"> All executives and employees IT team
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Responsibilities	<ul style="list-style-type: none"> Responsible for carrying out technical IT support work and daily operation tasks in a team; Support end-user with hardware issues, software applications and installation and troubleshooting; Remotely support overseas users; Perform regular tasks including system health checking, server administration and maintenance; Procure and install new hardware; Work with hardware/software vendors to resolve issues; Provide mobile device support to end users.
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Skills Capabilities Qualifications	<ul style="list-style-type: none"> Diploma or above in Computer Science or Science and Technology fields or equivalent; 2 years user support experience in an environment with Windows desktops, Windows servers and Microsoft applications; Hardware troubleshooting experience (PC, networking devices, mobile devices, Video Conferencing Equipment); Hands-on skills in Microsoft software products (Windows OS, MS Office, MS Teams); Candidates are eligible to work in Hong Kong. 	Attributes Personality	<ul style="list-style-type: none"> Good customer service attitude and communication skills, enthusiastic and responsible; Good command of spoken and written English.
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If you are selected, you will be continuously assessed not only on the basis of your performance, but also on the basis of your attitude and behavior. Cultural fit and adherence to Company values is of paramount importance. We are committed to fostering a diverse, equitable, and inclusive workplace where all colleagues feel valued and empowered to bring their authentic selves to work. Please apply with a full résumé, salary expectation and contact details to the Human Resources Department at recruiting@pacificbasin.com. We only accept CVs in pdf format. Please make sure there is a covering message and specify the position for which you are applying. (Application deadline: 22 April 2025)

All applications will be treated in strict confidence and used solely for recruitment purposes.