

*Great minds...*

# 校本資訊科技支援人員 及 人力資源管理的方案

Mr Louis LUI, Munsang College



Prepared on 28 August 2017

*Don't think alike...*

Great minds...

# Information Technology for Learning in a New Era

Five-Year Strategy  
1998/99 to 2002/03



## 1<sup>st</sup> Strategy on IT in Edu

Information Technology for  
Learning in a New Era Five-Year  
Strategy (1998)

# IT in Education

Empowering Learning and Teaching with  
Information Technology

# IT in Education

資訊科技教育

## 2<sup>nd</sup> Strategy on IT in Edu

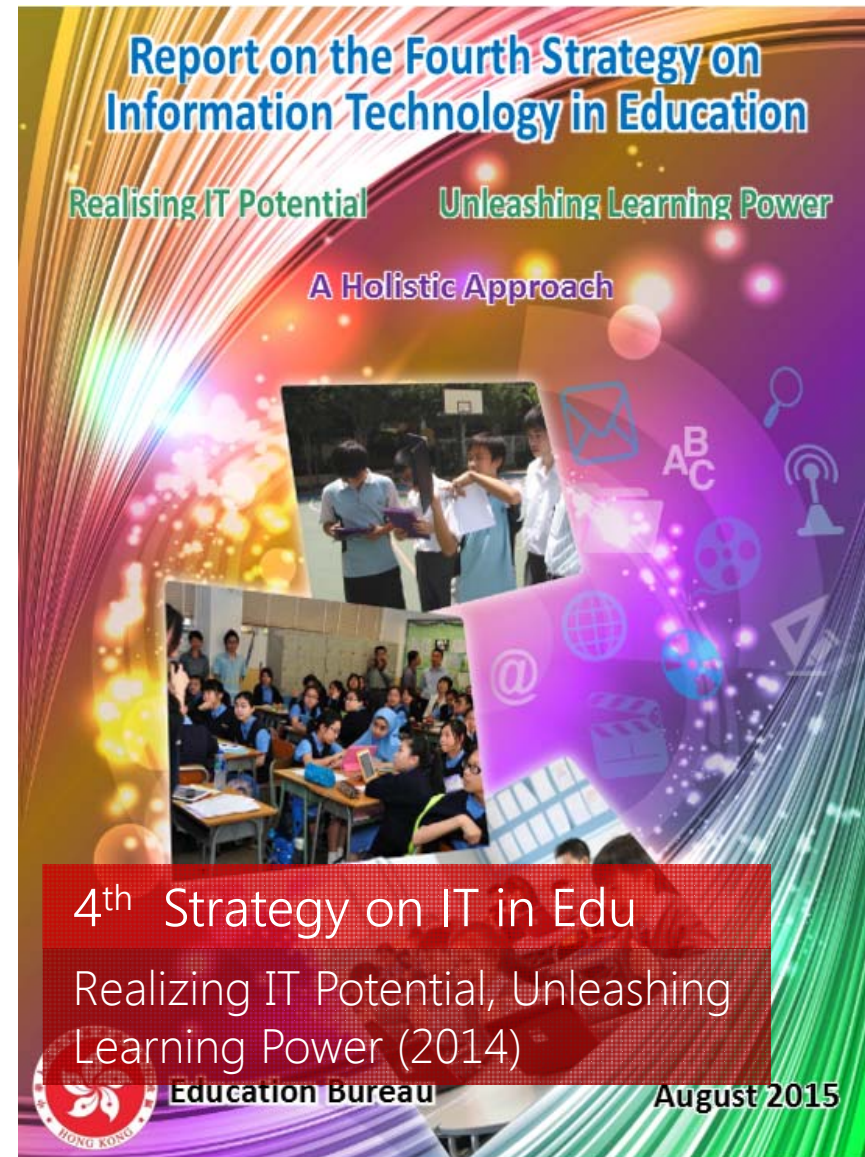
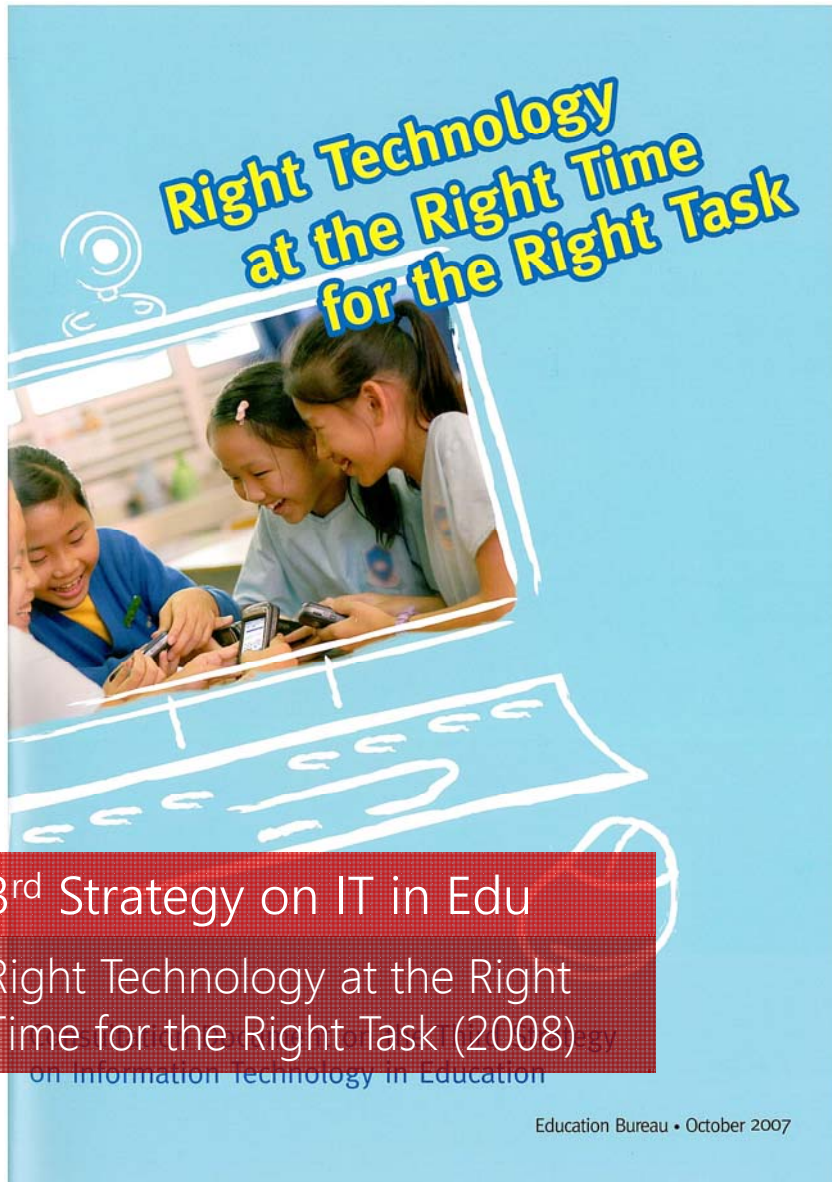
Empowering Learning and  
Teaching with IT (2004)

Information by Education Bureau

*Don't think alike...*



Great minds...



Information by Education Bureau

*Don't think alike...*

## Policy Address 2014

- Chapter 6, Education, Population and Human Resources >
- New Initiatives (P. 98) > School Education > 4<sup>th</sup> bullet >

Provide all public sector schools with Wi-Fi coverage to enhance learning through the use of mobile computing devices, in preparation for the launch of the fourth IT in education strategy after consultation with stakeholders. (EDB)

# *Acquisition Guidelines*

## **Acquisition Guidelines for Technical Support Services**

**Quality Education Division  
Education and Manpower Bureau  
The Government of the HKSAR**

**Revised in October 2005**

## **2. Overview of Technical Support Services**

### **2.1 Objectives of Services**

The objectives of providing the technical support services to schools are:-

- (a) to provide a single point of contact to the schools for resolving all problems and support issues arising from the usage of the computer facilities;
- (b) to offload schools on the day-to-day administration, operation and management of the computer facilities; and
- (c) to provide support in setting up/configuring the hardware and software for specific purposes.



## 2.2 Scope of Services

### 2.2.1 Types of Services

#### (a) Remedial Support Services

The Service Provider / TSS staff shall provide remedial support to schools for resolving all problems and support issues arising from the usage of the computer facilities. The purpose is to recover from failure, with minimum data loss, in the shortest possible period of time, so as to minimise disruption of services and inconvenience to schools. A list of remedial support tasks is described in Appendix A.

#### (b) Operational Support Services

The Service Provider / TSS staff shall carry out operational support tasks to off-load the schools on day-to-day administration, operation and management of the computer facilities and the operational support tasks should at least include the following areas and a list of operational support tasks is described in Appendix A.

- Network Operations
- User Accounts and Resources Management
- Software Update and Upgrade
- Server and Workstation Housekeeping
- Peripherals Housekeeping
- Internet Services
- Security
- User Support
- Software Asset Management (SAM) and Reporting

### 2.2.2 Relationship with Maintenance Services

The TSS does not cover the maintenance services of hardware and software in school.

The hardware and software equipment procured by school should be covered by the maintenance services provided by the corresponding hardware and software suppliers under the various projects as specified in Appendix B. These suppliers are requested to provide preventive and remedial maintenance services to school to keep the equipment running in its full and proper working order.

The TSS staff serving school should assist school in resolving all problems and support issues arising from the usage of computer facilities. For issues that are related to the maintenance services, the TSS staff is responsible to assist school to contact and monitor the relevant suppliers / maintenance contractors to carry out the maintenance work.



Ligh

The minimum qualifications of the TSS staff are listed below:-

- (a) completion of Secondary 7 or above or equivalent (candidate who has completed a 2-year full-time diploma or certificate course with entry requirement being the completion of Secondary 5 would be considered as having equivalent academic qualification);
- (b) holder of Microsoft Certified Professional (MCP) on Microsoft Windows NT/2000/2003 Server and NT Workstation/2000 Professional/XP Professional Certificates;
- (c) at least 1-year relevant experience in Network Support in WAN/LAN implementation and maintenance;
- (d) detailed knowledge of network operating systems, network equipment, networking software and other hardware and software;
- (e) detailed knowledge of communication protocols, e.g. TCP/IP;
- (f) solid experience in supporting and managing web servers;
- (g) competent in diagnosing and resolving problems;
- (h) capable of setting guidelines and procedures for the daily operations of installed WAN/LAN; and
- (i) good command of written and spoken English and Chinese, fluent in spoken Cantonese.

or All

★ 資訊科技 / STEM 技術員一名	WILLIAM BOOTH SECONDARY SCHOOL 救世軍卜維廉中學	26 Aug 17
★ 資訊科技統籌員 TSS	CARMEL LEUNG SING TAK SCHOOL 迦密梁省德學校	25 Aug 17
★ 電腦技術員	HEUNG TO MIDDLE SCHOOL 香島中學	25 Aug 17
★ 資訊科技技術員	LAI KING CATHOLIC SECONDARY SCHOOL 慈雲天主教中學	25 Aug 17
★ (A) Senior Technical Officer / (B) Technical Officer in the Laboratory Animal Unit	THE UNIVERSITY OF HONG KONG REG. (APPOINTMENTS UNIT STAFFING SECTION) 香港大學	25 Aug 17
★ 資訊科技技術員	SAI KUNG SUNG TSUN CATHOLIC SCHOOL (PRIMARY SECTION) 西貢崇真天主教學校(小學部)	25 Aug 17
★ 合約資訊科技及影音技術員	CHRISTIAN & MISSIONARY ALLIANCE SUN KEI SECONDARY SCHOOL 基督教宣道會宣基中學	25 Aug 17
★ 資訊科技技術主任 (TSSO)	SHUN LEE CATHOLIC SECONDARY SCHOOL 順利天主教中學	25 Aug 17
★ 資訊科技助理技術員一名	HONG KONG CHINESE WOMEN'S CLUB COLLEGE 香港中國婦女會中學	24 Aug 17



print



save



share

# Microsoft Certifications



Microsoft | Learning

收。(信封註明申請職位)

申請人所提供資料將予保密及只用作招聘有關職位用途。

any, for one, One for All



print



save



share

Functions: Education

Types: Contract

Education: Associate Degree / Higher Diploma

Salary: HK\$15,000+

Location: Sham Shui Po Area

Website: <http://www.spsdc.edu.hk>

## 白田天主教小學 2017-2018 年度誠聘

### 合約資訊科技統籌員 (TSS)

More jobs from this Company

### Descriptions

- 大專或以上程度, 主修電腦工程或相關課程優先
- 持有 CCNA / MCP / MCSE, 具程式編寫 (如: Java / C++ / PHP 等) 網頁設計及 APPS 等程式之技能
- 熟識 Linux 系統
- 操作和監察電腦設備, 網絡和伺服器, 包括流動電腦裝置及影音器材
- 其他有關支援資訊科技教育的技術工作
- 薪酬: \$16,000 - \$18,000 (視乎學歷及工作經驗)

### Enquiries

有意者請繕信函及履歷於 2017 年 8 月 29 日(二)或之前寄九龍深水埗白田天主教小學校長收, 合即約見。(信封面請註明申請職位)

申請人所提供的資料將予以保密及只作招聘有關職位用途。

One, One for All



## Technical Support Assistant

 Company A - Aluminium Windows & Curtain Walls

 Kowloon Bay

**Chevalier (Aluminium Engineering) Limited**, a subsidiary of Chevalier Group, is now inviting high calibre persons to apply for this position:

### Responsibilities

- Responsible for configuration, installation and maintenance of computer hardware and software, network systems and equipment
- Coordinate with internal and external parties in resolving IT related issues
- Perform regular checkup and update of asset inventory records
- Provide clerical and administrative support to the Department
- Handle ad hoc duties as assigned
- Occasional outdoor work is required

### Requirements

- Form 5 / HKDSE or above
- 1-2 years' relevant working experience
- Sound knowledge of PC and internet service operation
- Good interpersonal and communication skills
- Good command of written and spoken English and Chinese
- Immediately available is an advantage

## Company B

an IT consulting firm, we provide wide range of IT solution to major Corporations in Hong Kong including software development, IT infrastructure, Network deployment etc.

For company development, we are looking for high caliber candidates with matching background and expertise to respond to current opening for the following position.

### Technical Support Service Engineer

#### Job Duties:

- To provide remedial support to School for resolving all problems and support issues arising from the usage of the computer facilities.
- To carry out operational support tasks to offload School on day-to-day Administration, Operation and Management of the computer facilities.
- To provide task-based support to Schools in setting up and/or configuring the computer facilities for specific purposes.

#### Requirements:

- Completion of **Form 7** or above. Or completed a 2 years full-time Diploma or Certificate course with entry requirement being the completion of Form 5 would be considered as having equivalent Academic Qualification).
- Holder of Microsoft Certified Professional (**MCP**) on MS Windows NT/2000/2003 Server & NT Workstation/2000 Professional/XP Professional Certificates is an advantage.
- At least 1+ year relevant experience in supporting Operating Systems, Network equipment, Networking Software and other Hardware and Software.
- Detailed knowledge of Network Support in WAN/LAN installation, implementation and maintenance.
- Detailed knowledge of communication Protocols (e.g. TCP/IP).
- Competent in diagnosing and resolving problems.
- Good command of written and spoken English and Chinese, fluent in spoken Cantonese.
- Working Location: Ma On Shan area.
- Working Hours: Monday to Friday 8:00am – 5:00pm; Saturday 9:00am – 1:00pm.

## Technical Support Engineer

### Responsibilities

- Analyzing, documenting and communicating to internal/external partners to meet client/partner technical expectations and ensure customer satisfaction
- Managing key client/partner relationships to ensure early and open communication that meets those client/partner expectations
- Provide support on all technical problems within own area of expertise, through the provision of telephone or on-line support.
- Work with the customer/vendor/partners to establish the root cause of problems and provide end-to-end service support, retaining ownership of a case, by resolving it individually or escalating it - in accordance with the SLA.
- Prepare technical documents such as data sheets, installation manuals, network design doc., etc.
- Take responsibility for call resolution, track and see-through to issue resolution.
- Excellent attitude and customer service mindset. This is a highly interactive role with end-users.

### Requirements

- Higher diploma holders or above in Computer Science, Information Technology or equivalent
- Good knowledge on computer hardware, systems and software applications.
- Good team player, self-motivated, good communication skills and hard-working.
- Customer oriented and dedicated to problem resolution.
- Able to work independently and work under pressure
- Strong communication skill and good in English presentation skills
- PC skills including Word, Excel, Power Point is required
- Experience on IT support will be advantage, candidate with less experience will also be considered, on-job training will be provided
- Fresh Graduate is welcome

We offer 5 days work & attractive remuneration to the right person. Please send your resume with present and expected salary by clicking 'Apply Now' button.

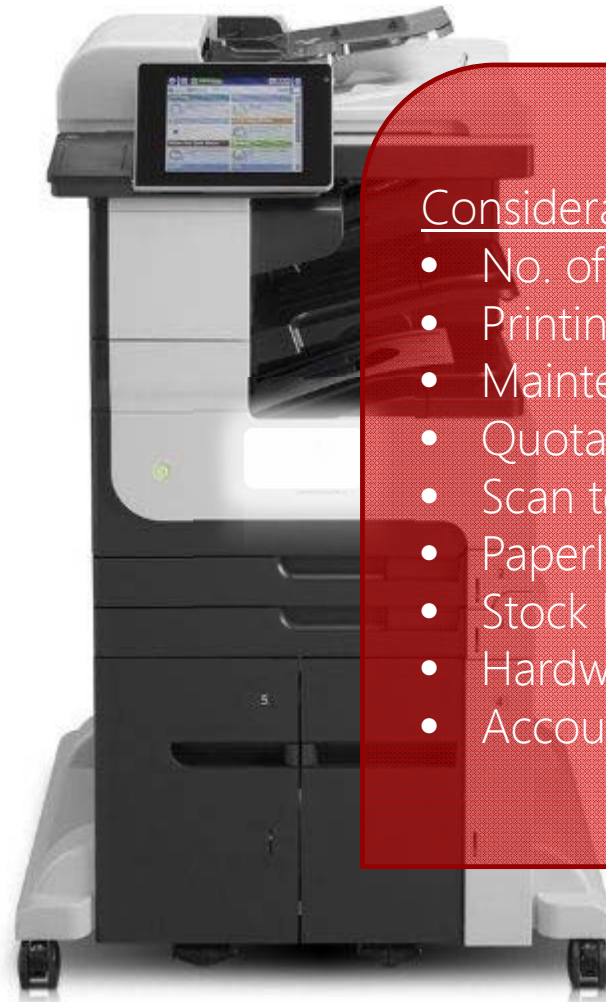
- One, One for All

*Light and Life*



*All for One, One for All*



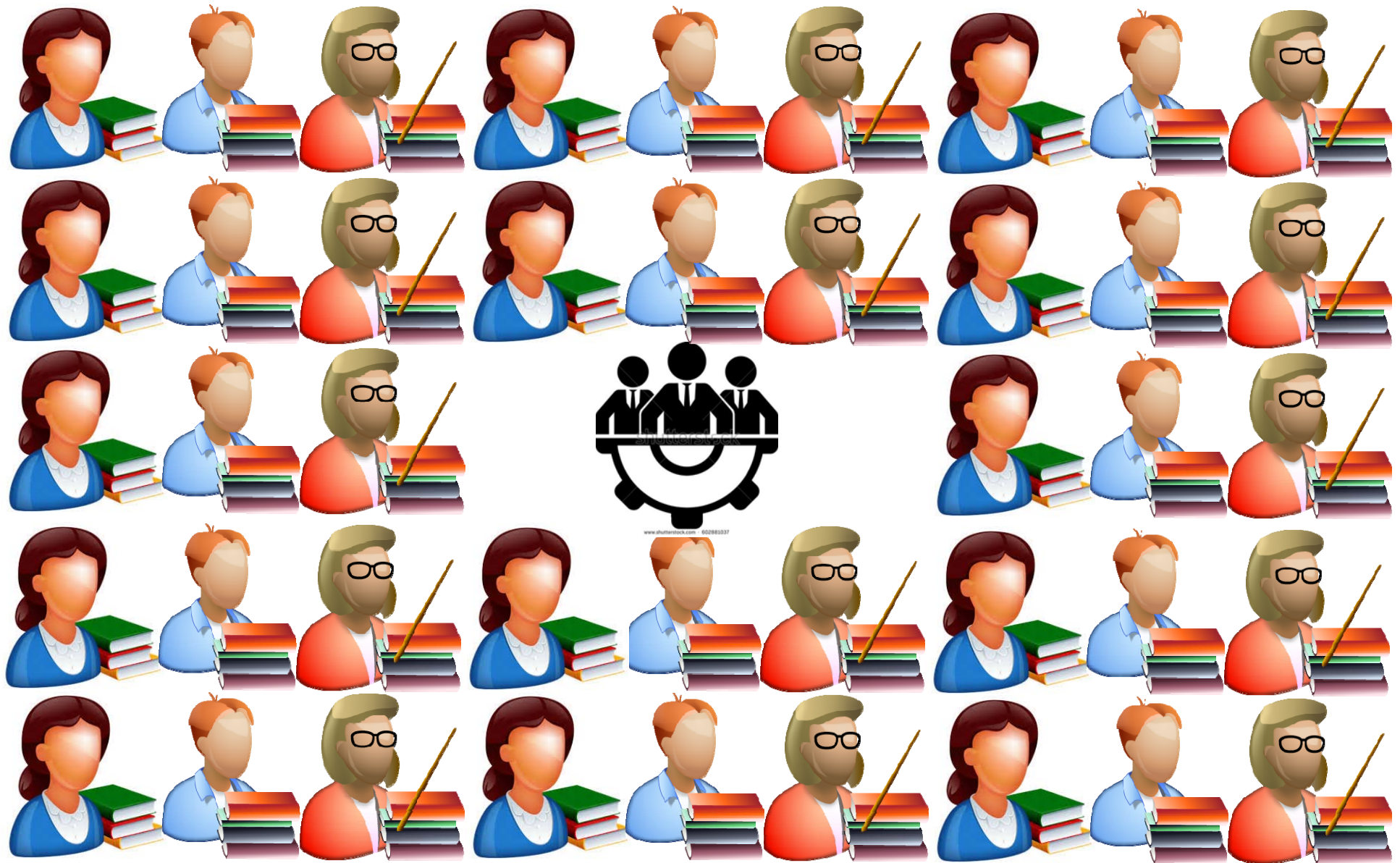


### Considerations of Printing Solution

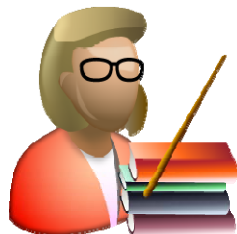
- No. of Network User
- Printing Cost
- Maintenance Cost
- Quota Management
- Scan to Network
- Paperless Fax
- Stock keeping for Consumable
- Hardware / parts lifecycle
- Accountability of printing amount



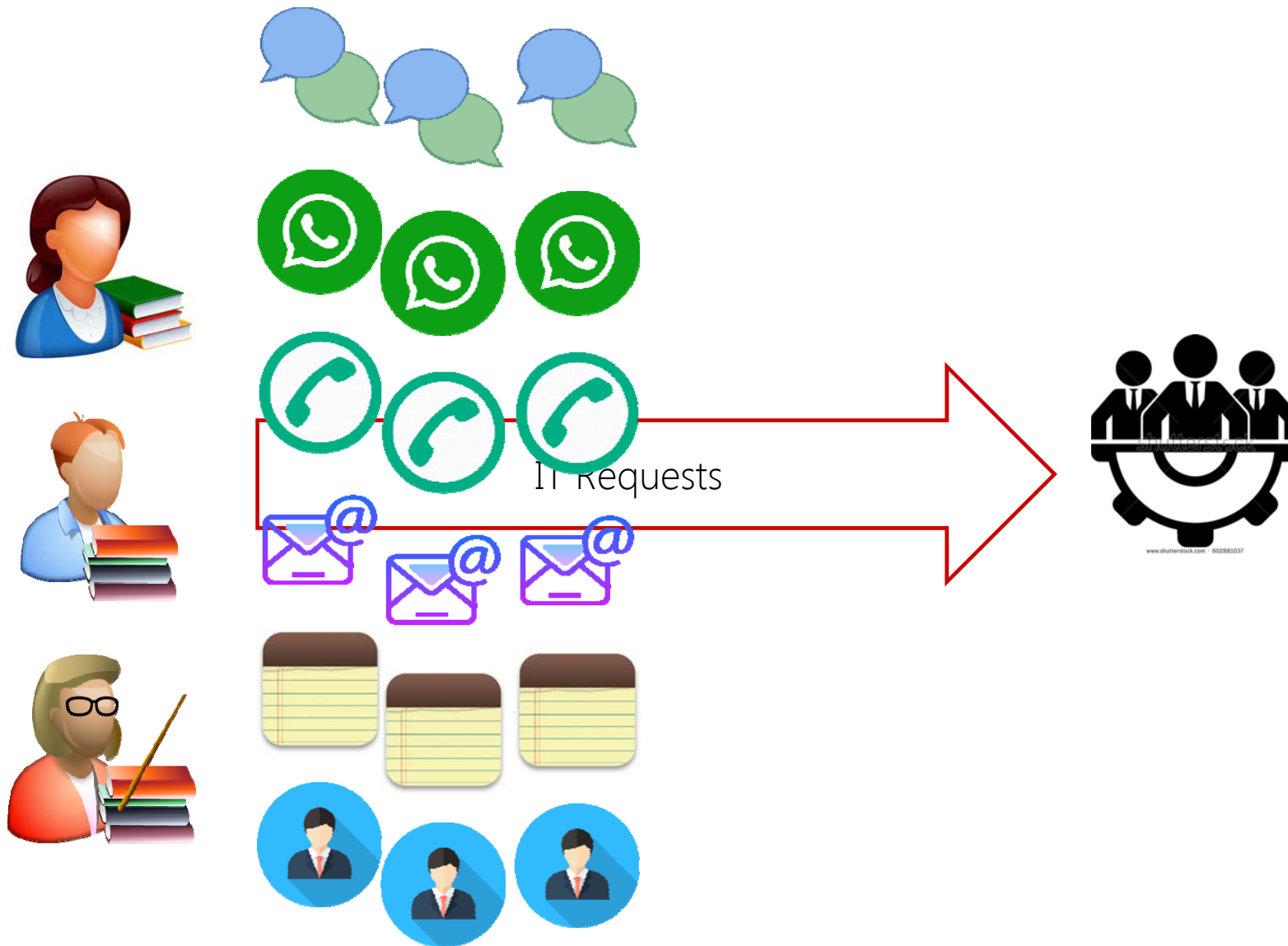
Light and Life

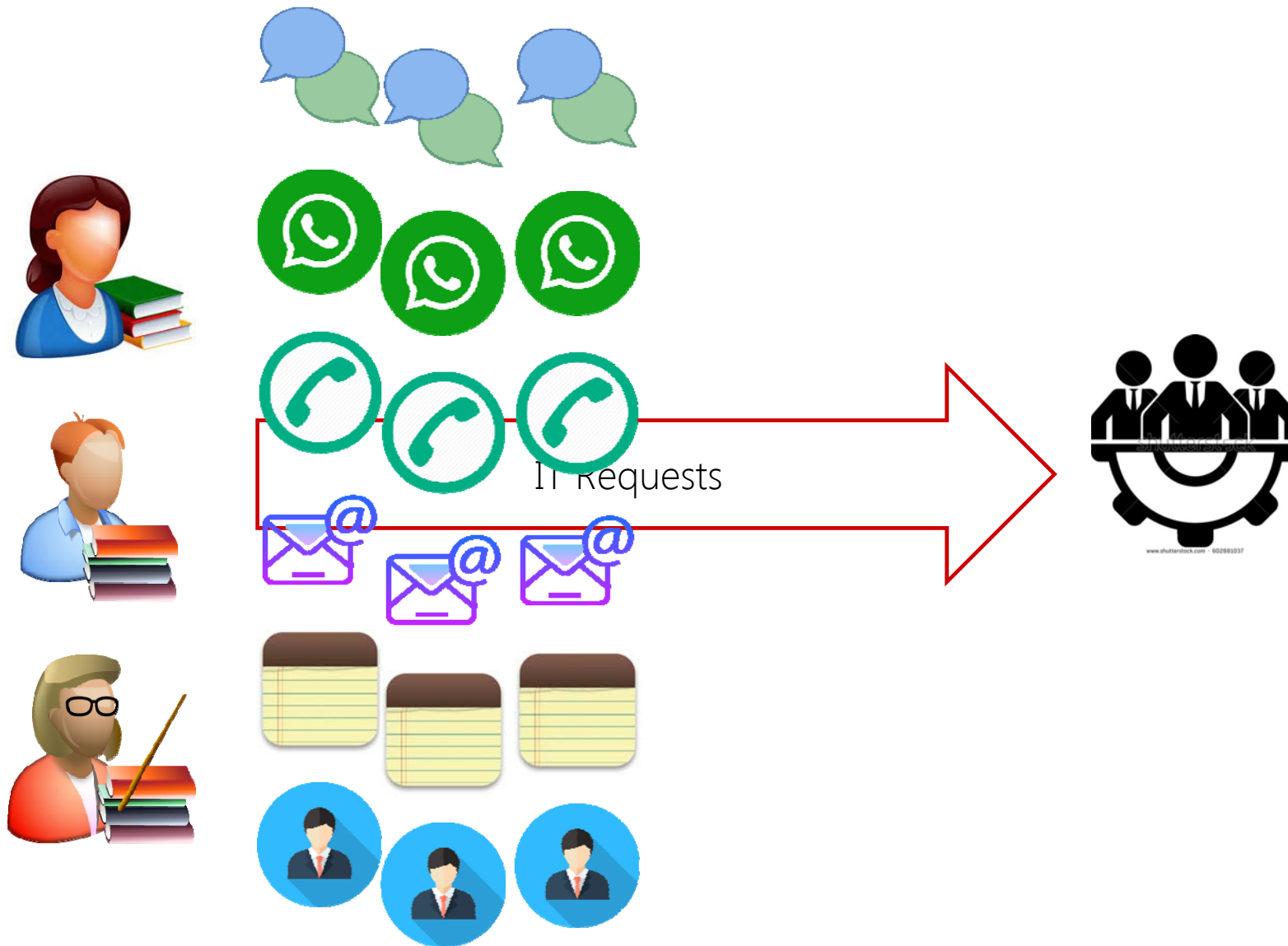


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Any Problems...?

Too much Free time??

Fairness of Job Allocation??



Workload??

Performance??

Too much Manpower??



# Searching for solution



- Handwriting
- Email /Instance Messaging / Call
- Spreadsheet
- Web program e.g. PHP/ JSP
- Adjusting my temper / tolerance

# What are we looking for?



- Easy to use / Simplified interface
- Minimizing steps
- Single sign on
- Low Cost or even No cost!
- Progress can be checked
- Alerts function
- Statistical data and report generation
- Preventive measurement

## We did ...



- A platform act as the **portal**
- Users can submit their **IT related requests**
- The service progress can be **checked**
- Response can be made after the job done
- **Statistical data** and report can be generated automatically

The screenshot shows a web browser window displaying a SharePoint 'My Requests' page. The browser's address bar shows the URL 'http://s-sps-s001/itc/default.aspx'. The page has a dark blue header with 'Site Actions' and 'Browse' tabs. A user profile 'LUI Hang Sum' is visible in the top right. A red callout bubble points to the 'My Requests' link in the left sidebar, containing the text 'Display all requests created by current user'. A pink callout bubble points to the user name 'LUI Hang Sum' in the top right, containing the text 'Single Sign On'. Below the sidebar, there is a table of requests.

<input type="checkbox"/>	ID	Issue Category	Issue Description	Request Date Time	A.S.A.P.	Task Status	<input type="checkbox"/> Assigned To
<input type="checkbox"/>	48	Services Request	Test the SharePoint site <span>NEW</span>		No	In Progress	LUI Hang Sum

IT Request

Save Cancel Paste Copy

Commit Clipboard

**Message from IT Department**

Please fill in the date and time that you want to have our support in Request Date Time, or leave it blank if it doesn't matter to you.

**DO NOT** input the submit date and time, thank you.

**Request Detail**

Issue Category

☒ Services Request

☐ Hardware Issue

☐ Software Issue

☐ User Account Issue

☐ Venue Arrangement

Issue Description \*

Request Date Time

As soon as possible? ☐

Location

Save Cancel

Add Request Dialog



<div> <div>← → ↻</div> <div>irp.munsang.edu.hk/irp/Lists/Request/AllItems.aspx</div> <div>☆</div> </div> <div> <div>Site Actions ▾</div> <div>LUI Hang Sum ▾</div> </div>								
<div> <div>Request Portal</div> <div>Request Portal ▸ Request</div> </div>								
<div> <div>Request Portal</div> <div>All Request</div> <div>IT Maintenance</div> <div>IT Calendar</div> <div>Resources Maintenance</div> <div>Search this site...</div> <div>🔍</div> <div>?</div> </div>								
Resources Calendar								
ID	Issue Category	Requester	Description	Location	Due Date and Time	Assigned To	Issue Status	Request For
7715		WONG Ling	photo taking at staff meeting (details ask Ms Lam Mau)	LT	01/09/2017 14:00		Not Started	IT
7714		WONG Ling	Department photo taking at 8:30	Admin centre	01/09/2017 08:30		Not Started	IT
7713		WONG Cheuk Hang	E-school System - Importing info of cycle day		31/08/2017 00:00	SO Yuen Kwan	Not Started	IT
7712		LAI Yat Chee	Telephone 588 no tone	F301	31/08/2017 00:00		Not Started	IT
7711		HO Simon	Eclass - School Calendar		30/08/2017 00:00	SO Yuen Kwan	In Progress	IT
7710	Maintenance	HO Simon	Projector lamp replacement	G302	01/09/2017 00:00	LEUNG Man Wa	Not Started	IT
7709	Service	SIT Ka Wai	Udata eClass inventory records		29/08/2017 00:00	LEUNG Man Wa	Completed	IT
7708	Service	HO Sau Wai	Photo editing of staff retreat		01/09/2017 00:00	LEUNG Man Wa	Not Started	IT
7707	Service	HO Sau Wai	Photo taking of staff retreat		28/08/2017 09:45	LEUNG Man Wa	Completed	IT
7706	Service	HO Simon	Photo editing of staff card		01/09/2017 00:00	LEUNG Man Wa	Not Started	IT
7705		HO Simon	eClass - Download PPS data and upload to ePayment		01/09/2017 00:00		Not Started	IT
7704		HO Simon	eClass - Download PPS data and upload to ePayment		31/08/2017 00:00		Not Started	IT
7703		HO Simon	eClass - Download PPS data and upload to ePayment		30/08/2017 00:00		Not Started	IT
7702		HO Simon	eClass - Download PPS data and upload to ePayment		29/08/2017 00:00		Not Started	IT
7701	Service	HO Simon	eClass - Download PPS data and upload to ePayment		28/08/2017 00:00	HO Simon	Completed	IT
7700	Service	WONG Ling	install App "sketchAR" to ipad	school Ipad	04/09/2017 12:00	LEUNG Man Wa	Not Started	IT
7699	Service	WONG Kam Hoi	Photo taking (Inauguration of Prefect Association)	Lecture Theatre	04/09/2017 16:00	LEUNG Man Wa	Not Started	IT
7698		LAM Wing Sum	Problem about Google Form		28/08/2017 00:00		Not Started	IT
7697		LAM Wing Sum	SHP - Announcement - F.1-F.6 Name List 2017-2018		28/08/2017 00:00		Not Started	IT
7696		MAK Ying Yin	Two TV on the stage for 1/9 Opening Ceremony	Hall	29/08/2017 12:00		Not Started	IT
7695	Service	HO Simon	Photo taking of staff card		25/08/2017 00:00	LEUNG Man Wa	Completed	IT
7694		CHING Lai Ting	4/9中午12:40前煩請打通D210、D211兩間課室並於當天下午3:30後還原，謝！		04/09/2017 12:00		Not Started	Resources
7693	Service	HO Simon	Take photo for new teacher and staff		01/09/2017 00:00	LEUNG Man Wa	Completed	IT
7692		CHAN Shu Sum	Please seure the computer, projector are workable. Moreover	G205	31/08/2017 08:45		Not Started	IT

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IT Staff Room 1



LCD Panel View

IT Staff Room 2

# Features



- Single Sign On
- Requests can be submitted through web page
- Progress can be checked
- Alerts function
- Statistical data and report generation

# Features



- IT Technicians
  - Jobs can be taken from the pool
  - All supports can be recorded systematically
  - All requests are editable
  - Transparency workflow
  - A panel view can be provided to overview
  - Reminders can be generated automatically
  - Records are exportable and can be summarized



# Advantages



- Advantages - Management
  - All users information are integrated with Active Directory
  - All layouts are editable to meet your needs
  - Statistical data can be generated automatically
  - A way for work flow management
  - Overall picture on duties allocation of IT Technicians
  - The software is free



Thanks for your kind attention