



IT Support Lead

Established in 1914, The Football Association of Hong Kong, China Limited (HKFA) is the national sports association for football in Hong Kong. We are committed to enhance football development in Hong Kong. Over the past years, HKFA has been effective in broadening the base of participants and expanding various development programmes on community football covering grassroots and youth football, women's football and futsal. We provide coaching education and referee training courses to increase the supply of qualified coaches and referees to support player development and improve the standards of refereeing. We also organize football leagues, local and international competitions.

Based on the solid groundwork laid in the past years, the continual collaborations with football stakeholders as well as funding support from the FIFA, AFC, the Government of the HKSAR, the Hong Kong Jockey Club and other sponsors, we keep moving in the right directions for the implementation of our new HKFA five year strategic plan, namely "[The Vision 2025 Strategic Plan](#)", which the major goals identified vary from increased participation opportunities for all, viz. "Football for Everyone" to a long-term target of a Hong Kong men senior team going to the FIFA World Cup in 2034.

Our future success depends on the diverse talent and performance of dedicated employees. We now call for applications to fill this position which is financially supported by the Culture, Sports & Tourism Bureau Development Fund. The position is under the Corporate Services Department in the organization structure of HKFA. Reporting to the Head of Corporate Governance, the appointee is responsible for the following:

Job Descriptions

- Provide day-to-day IT support services to users of the Association, including troubleshooting for computers, notebooks, printers, mobile devices, meeting room equipment, email accounts, and standard business applications.
- Administer user accounts and access rights, including email account setup / deletion / amendment, password reset, distribution groups, shared mailbox access, and other routine administration tasks.
- Support the administration and routine maintenance of the Association's IT systems and infrastructure, including but not limited to Microsoft 365 / Office 365, servers, network devices, Wi-Fi, endpoint protection tools, backup systems, and related IT assets.
- Monitor system status and security alerts, perform routine checks, escalate issues when necessary, and coordinate follow-up actions with external vendors or service providers. Act in alignment with user needs and system functionality, contributing to organizational policies, especially in terms of data confidentiality, privacy, and data protection.
- Maintain IT inventory, asset records, software / hardware lists, license records, support logs, and related documentation in an accurate and timely manner.
- Liaise with external IT vendors, maintenance contractors, internet / telecommunication providers, and outsourced project teams to follow up incidents, service requests, maintenance works, and implementation matters.
- Act as the Association's internal focal point for outsourced IT projects or system enhancement initiatives, including coordinating user requirements, scheduling meetings, arranging testing, consolidating feedback, and supporting user communication and rollout activities.
- Assist in implementing and maintaining practical IT procedures, user guidelines, backup arrangements, cybersecurity hygiene, and data protection practices for daily operations.
- Provide basic user guidance and training on the use of standard systems, cybersecurity awareness, data handling, and IT good practices as required.
- Support procurement and renewal processes for IT equipment, software, licenses, and maintenance services, and provide input on cost-effective purchasing and replacement planning.
- Identify recurring support issues and recommend practical improvement measures to enhance service reliability and user experience.
- Manage ad hoc projects as assigned

Qualifications and Experience

- Preferably Degree / Diploma in Computer Science, Information Technology, Information Systems or related disciplines
- Minimum 5 years of relevant experience in IT support, helpdesk, infrastructure support or IT operations.
- Solid hands-on experience in end-user support, user account administration, hardware / software troubleshooting, Microsoft 365 / Office 365 administration, and basic network / server support.
- Experience in coordinating with external IT vendors or service providers; experience in supporting outsourced system implementation projects is an advantage.
- Understanding of cybersecurity, backup procedures, data protection, and IT risk awareness.
- Good interpersonal and communication skills with the ability to support users at different levels across the Association.
- Able to work independently, handle multiple support requests, and maintain proper documentation and follow-up.
- Excellence in English and Cantonese

The successful candidate will be offered on a contract term employment. Starting salary will be commensurate with qualifications and experience. Our employee benefits include Group Medical, Group PA, Life Insurance and Dental Insurance to the right candidate.

Interested parties please send full resume with present & expected salary and available date by “[APPLY NOW](#)” on or before 1 June 2026.

Please ensure that you have explored the following official link which lists the relevant instructions before making an application:

<https://www.hkfa.com/en/about-us/organisation/career>

We are an equal opportunity employer and welcome applications from all qualified candidates. Applicants not having heard from us within four weeks from the date of deadline may consider their applications unsuccessful.

The information provided by the applicants will be treated in strict confidence and will only be used for the purpose of considering your employment application.