

# **Help Promote Fair, Open and Effective Public Administration Join the Office of The Ombudsman**

Established under The Ombudsman Ordinance, Cap. 397 of the Laws of Hong Kong, the Office of The Ombudsman is an independent statutory body dedicated to monitoring public administration in the Hong Kong Special Administrative Region. Through independent, objective and impartial investigation, we redress grievances and address issues arising from maladministration in the public sector and bring about improvement in the quality and standard of and promote fairness in public administration.

Applications are now invited for the following position:

## **Assistant Manager (Information Technology)**

### **Roles and Responsibilities**

The job holder will be responsible for duties including, but not limited, to the following:

- (1) To assist in overseeing the full project lifecycle from proof-of-concept, requirements gathering, analysis and design, implementation, testing and maintenance;
- (2) To develop, enhance, and provide support for both current and new systems and applications such as website, online forms and case management system;
- (3) To deliver user training and support;
- (4) To investigate and resolve IT matters, including but not limited to infrastructure, data security, end-point devices, system maintenance and support;
- (5) To maintain and update IT-related documentation;
- (6) To make recommendations on incident prevention measures, system enhancement and new solutions in the light of the latest advancement, regulatory changes and best practices in information technology; and
- (7) To perform other administrative duties as assigned.

### **Entry Requirements**

- (1) Unquestionable integrity and conduct, committed and self-driven;
- (2) A recognised degree from a Hong Kong university in Information Technology or equivalent;

- (3) Strong skills in web programming, Python, SQL, API integration, data security, Docker container, server setup and support (e.g. Linux, Windows), cloud platforms, testing methodologies and quality assurance processes;
- (4) Hands-on experience in on-premises LLM implementation, vibe coding, BI solutions and networking is preferred;
- (5) Strong ability to acquire and apply a broad range of IT knowledge and skills across key functions;
- (6) Good communication, interpersonal, problem-solving and management skills; and
- (7) Good command of written and spoken Chinese and English.

Shortlisted candidates will be required to take an IT test.

### **Remuneration and Terms**

A competitive remuneration and benefits package, which includes a basic salary of around **HK\$35,000** plus **HK\$2,300** cash allowance per month at current levels, paid annual leave, general holidays, medical and dental insurance, life and disability insurance and MPF, 5-day work week, etc., will be offered. The successful candidate will be appointed on contract terms generally of three years. Subject to satisfactory performance, a gratuity will be payable on completion of the contract, which, when added to the employer's contribution to a Mandatory Provident Fund scheme, equals 15% of the total basic salary for the contract period. Subject to service needs and staff performance, renewal of contract will be considered.

### **Application**

Application form is available on our website ([https://www.ombudsman.hk/whoweare/?lang=en#tag\\_Join\\_Us](https://www.ombudsman.hk/whoweare/?lang=en#tag_Join_Us)). Please send your application (which should include a completed application form, a CV and a cover letter) **by email to hr@ombudsman.hk**. The closing date of application is **29 May 2026**. Applicants who do not receive a reply from the Office within three months from the closing date should regard their applications as unsuccessful. For enquiries, please email to hr@ombudsman.hk.

### **General Notes**

*All applications will be treated in the strictest confidence. Personal data provided will be used strictly for recruitment and employment-related purposes. Applicants may request access to and correction of personal data collected from them. Such requests should be sent to the Chief Manager at the above email address.*

***The Ombudsman is an Equal Opportunities Employer.***