



Position: Assistant Manager – Information Technology

Location: Kowloon Office (with occasional travel to another centre)

Employment Type: Full-time

About the Role

The Pathways Foundation Limited (博思會有限公司) is seeking a motivated and hands-on IT professional to join our small but critical Information Technology team. Reporting directly to the Executive Director, the Assistant Manager – Information Technology will be responsible for the day-to-day management and continuous improvement of the organisation's IT infrastructure, systems, and support services.

This is an IT role with broad ownership, covering Google Workspace administration, server and network management, Management Information System (MIS) support, devices and software implementation. The successful candidate will be the primary point of contact for all IT matters across the organisation and will work closely with the management team and external vendors.

Key Responsibilities

Systems & Infrastructure

- Manage Google Workspace (user accounts, groups, Shared Drives, email)
- Administer local server and backups
- Manage firewall (FortiGate), VPN and network security
- Support the organisation's Management Information System (MIS)

User Support & Device Management

- Provide technical support and troubleshooting to office staff
- Oversee device lifecycle (procurement, deployment, inventory of workstations and laptops)
- Communicate with vendors for outsourced services

IT Administration

- Manage software licensing, renewals and service contracts
- Provision user accounts and access rights
- Support the IT Committee (reports and meeting materials)
- Maintain IT security practices and documentation
- Perform any other duties as assigned

Requirements

- Diploma or above in Information Technology, Computer Science, or related discipline
- Around 5 years of relevant IT experience (or equivalent solid hands-on experience), preferably in an education or non-profit setting
- Solid hands-on experience with Google Workspace and Windows Server
- Familiarity with network security concepts and firewall management (FortiGate preferred)
- Strong organisational and documentation skills
- Good command of written and spoken English and Chinese (Cantonese)
- Self-motivated and able to work independently with minimal supervision

Working Arrangement

- 5-day work week (Tuesday to Saturday)

What We Offer

- Stable full-time position in a mission-driven organisation that supports children and families
- Genuine opportunity to shape and improve IT systems end-to-end with real ownership
- Supportive working environment with direct access to senior management
- Competitive remuneration commensurate with experience
- Opportunities for professional development

Application

Interested candidates please send your CV and a brief cover letter to hr@pathways.org.hk with the subject line “**Application – Assistant Manager IT**”.

Only shortlisted candidates will be contacted. Personal data collected will be used for recruitment purposes only.