

IT is advancing rapidly nowadays. We have to ensure that the digital services keep pace with technological development and the public are guaranteed with quality digital experience. This job is challenging, and it requires a sense of mission.

We are regularly deployed to different posts at different departments to take up IT-related duties. Apart from understanding the culture and services of different departments, we can team up with different departmental staff. This work style suits me well.

That's why we joined the OGCIO.

(Daily Work of Analyst/Programmer II)

Our tasks are diverse. We have the opportunities to work on large-scale IT projects, including the Government's open data plans, the electronic identity (eID), enhancing the coverage of Wi-Fi.HK hotspots, setting up of the Smart Government Innovation Lab, etc.

Our colleagues may also be deployed to work in IT Management Units of different bureaux or departments. They are mainly responsible for the development, maintenance and updating of IT systems and infrastructure. They also provide technical support and various IT services to the departments. We take part in procurement processes as well as monitor performance of service contractors to make sure all systems fulfill departments' requirements and operate smoothly.

We may also work at OGCIO's head office to formulate IT strategies and plans and to develop and maintain Government's central IT services, including the Government's central data centres, the Government Cloud Services, the Big Data Analytics Platform, the common infrastructure and e-Government services for government departments, and cyber security, etc. We also work with the IT sector to promote the industry's development and facilitate digital inclusion in the community.

(Qualities of Analyst/Programmer II)

As the facilitator of Government's IT policies, innovative thinking and an open-minded attitude are essential so that we can identify room for improvement in the existing practices. We provide departments with professional IT advice and innovative ideas to promote technological application and development.

We also need to be analytical and resilient. Stay calm when facing critical and urgent situations, and tactfully handle the situation in accordance with crisis management procedures in the shortest time so as to minimise the impact.

We have frequent contacts with government departments as well as public organisations and private sectors. Good communication skills and team spirit are crucial to ease our work.

(Induction Training)

OGCIO attaches great importance to the training of our grade members and has systematic plans on our training programmes. Apart from IT-related professional courses, we can also attend courses on project management, innovative thinking, team-building and communication skills. There are always new courses to keep us abreast of the times.

To get new colleagues quickly adapted to the Government's work culture, OGCIO holds orientation courses and a mentorship programme supported by senior management staff. Having veteran mentors, new colleagues could have exchange on IT professional knowledge with them and learn from their valuable working experience.

We can even join training courses and exchange programmes outside Hong Kong. I participated in one before to see the latest development of innovative technologies in other cities. It gave me much inspiration for my work.

(Career Progression Pathway)

For Analyst/Programmer Grade, we start our career as an Analyst/Programmer II. With enough experience, those with good performance will be promoted to the ranks of Analyst/Programmer I, Systems Manager, Senior Systems Manager, and even to the directorate grade.

(Interview Tips for Analyst/Programmer II)

First and foremost is to show your passion and aspiration, and let the interviewer know how well you know about this job. Have your own thoughts on the overall IT planning and development in the Government and in Hong Kong as a whole.

Like preparing for other interviews, candidates should get prepared for self-introduction, including the reasons for applying for a job with OGCIO. When I was preparing for my interview, I perused not only OGCIO's website, but also studied the Legislative Council papers submitted by the Government to know better the IT policies, OGCIO's way forward and work.

(Mastering Technology, Serving the Community)

At my current posting, I have the chance to visit elderly homes and understand the implementation of ICT Outreach Programmes for the Elderly which arouse elders' interests in technology. After a recent activity in which we used robots to interact with the elderly, the participating organisation reflected that the elderly were filled with wonder for interacting with the robots. They longed to try out other tech products. The event has not only spiced up their lives, but also helped attain the goal of digital inclusion. We were overjoyed at the positive feedback.

(Mission of Analyst/Programmer II)

Technology can improve citizens' quality of life and promote social and economic development.

We hope to enhance efficiency of Government operations with the aid of technologies and promote IT development in different sectors, thus providing more convenient and quality public services to the community, developing Hong Kong into a world-class smart city that embraces innovative technologies.