

公司名稱 / Company Name:

MTR Railway Operations (Macau) Company Limited

序號 Ref.	職位名稱 Position	所屬部門 Department	空缺數量 No. of Vacancy	招聘目標 (請點選列表) Target (Select from the list)	工作簡介 (如適用) Job description (if applicable)
1	Technician - Station Maintenance	Engineering	5	本地學生 / local students	<p>Carry out first line recovery works or preventive maintenance works of all station/depot equipment and lead a small team of contractor staff for carrying out maintenance works, as required.</p> <p>Responsible for the effective supervision and monitoring of the daily performance of maintenance contractors.</p> <p>Organise workforces to carry out recommissioning tests.</p> <p>Ensure safe working environment of workforces by utilizing the appropriate tools and equipment for maintenance works.</p> <p>Assist in ensuring a skilled, healthy, safe and productive workforce is built by processes of selection, training.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
2	Technician - Rolling Stock Maintenance	Engineering	5	本地學生 / local students	<p>Inspect, repair and replace components / equipment on Light Rapid Transits (LRTs) and depot plant / E&M equipment to ensure that they are properly maintained according to service standards.</p> <p>Investigate/ analyze the causes of failure and propose corresponding rectification work to ensure service availability of LRTs and depot equipment.</p> <p>Conduct modification, test/trials and fleet check according to the instructions and requirements for improving service performance.</p> <p>Carry out safety independent check on all safety critical items and commissioning check after contractor works to ensure the operational safety.</p> <p>Complete quality documents and relevant maintenance records of work done.</p> <p>Perform shunting movement to facilitate maintenance, train dispatching and cleaning activities within depot.</p> <p>Conduct emergency rescue and rerailment operation for LRTs and other rolling stocks at mainline and depot, as when required, for minimizing impact to traffic in case of incidents.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
3	Technician - Guideway/Power Distribution/Signal & Communications	Engineering	3	本地學生 / local students	<p>Ensure the highest levels of safety and reliability of the track related interfacing works, the health and safety of staff and contractors, and that such activities are planned and implemented in a manner that protects the safety and reliability of the Operational Railway.</p> <p>Properly manage the Guideway/Power Distribution/Signal & Communications System in such a manner that they are coordinated, controlled, administered, implemented and supervised to achieve timely completion, within the approved cost and in accordance with the requirements set out in the design and the specifications.</p> <p>Responsible for providing a safe, efficient and reliable railway operation at all times and to ensure that the works are completed in high quality with optimum efficiency and cost effectiveness.</p> <p>Responsible for failure recovery and the day-to-day maintenance activities, monitor and review asset maintenance strategies to ensure that the targets of reliability, availability, maintainability and safety as well as statutory requirements are met. oversee incident handling to ensure speedy recovery and coordinate with other parties for improvement / asset replacement projects, heavy maintenance programme, and review on maintenance strategy and asset performance.</p> <p>Perform effective human resources management to ensure a skilled, healthy, safe and productive workforce is built by processes of selection, training and career development and maintain a highly cohesive team.</p> <p>Perform ad-hoc assignment and project as assigned</p>
4	Senior Technician - Station Maintenance	Engineering	10	本地學生 / local students	<p>Carry out corrective maintenance and first line recovery works of station equipment, such as HVAC, chilled water system, electrical & control system, fire detection & suppression system, station electrical services, LV system, LV switchboard, UPS, lighting, plumbing & drainage, AFC system; SCADA system; lift & escalator, communication and controls etc.</p> <p>Plan and carry out preventive maintenance works, including logistic arrangements.</p> <p>Supervise maintenance contractors.</p> <p>Arrange works with Capital and Revenue contractor.</p> <p>Carry out functional testing of equipment after maintenance works.</p> <p>Ensure safe working environment of all workforces.</p> <p>Ensure appropriate plant, tool and equipment to be used for carrying out maintenance works.</p> <p>Ensure maintenance works process are carried out according to the works instruction and specification.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
5	Senior Technician - Guideway/Power Distribution/Signal & Communications	Engineering	20	本地學生 / local students	<p>Ensure the highest levels of safety and reliability of the track related interfacing works, the health and safety of staff and contractors, and that such activities are planned and implemented in a manner that protects the safety and reliability of the operational railway.</p> <p>Properly manage the Guideway/Power Distribution/Signal & Communications System in such a manner that they are coordinated, controlled, administered, implemented and supervised to achieve timely completion, within the approved cost and in accordance with the requirements set out in the design and the specifications.</p> <p>Provide a safe, efficient and reliable railway operation at all times and to ensure that Guideway system and related works are completed in high quality with optimum efficiency and cost effectiveness. Plan and implement the maintenance activities to meet departmental & statutory requirements.</p> <p>Responsible for failure recovery and day-to-day maintenance activities, monitor and review asset maintenance strategies to ensure that the targets of reliability, availability, maintainability and safety as well as statutory requirements are met; Oversee incident handling to ensure speedy recovery and coordinate with other parties for improvement / asset replacement projects, heavy maintenance programme, and review on maintenance strategy and asset performance.</p> <p>Perform effective human resources management to ensure a skilled, healthy, safe and productive workforce is built by processes of selection, training and career development and maintain a highly cohesive team.</p> <p>Perform ad-hoc assignment and project as assigned.</p>

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6	Senior Technician - Rolling Stock Maintenance	Engineering	25	本地學生 / local students	<p>Lead technicians to inspect, repair and replace components / equipment on Light Rapid Transit (LRT) and depot plant to ensure that they are properly maintained. Investigate / analyze the causes of failure and determine corresponding rectification work to ensure service availability of LRTs and other depot equipment. Supervise and conduct modification, test / trials and fleet check according to instructions and requirements and relevant engineering documents for improving service performance.</p> <p>Supervise and carry out Safety Independent Check on all Safety Critical Items and commissioning check after contractor works.</p> <p>Prepare materials, tools and instruments for maintenance works by keeping track of material consumption, spare flow, calibration of instruments, etc.</p> <p>Complete quality documents and relevant maintenance records of work done.</p> <p>Perform shunting movement to facilitate maintenance, LRTs dispatching and cleaning activities within depot.</p> <p>Conduct emergency rescue and rerailment operation for LRTs and other rolling stocks at mainline and depot, as when required, for minimizing impact to traffic in case of incidents.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
7	Technical Officer - Guideway/Power Distribution/Signal & Communications	Engineering	20	本地學生 / local students	<p>Ensure the highest levels of safety and reliability of the track related interfacing works, the health and safety of staff and contractors, and that such activities are planned and implemented in a manner that protects the safety and reliability of the operational railway.</p> <p>Properly manage the Guideway systems in such a manner that they are coordinated, controlled, administered, implemented and supervised to achieve timely completion, within the approved cost and in accordance with the requirements set out in the design and the specifications.</p> <p>Provide a safe, efficient and reliable railway operation at all times and to ensure that Guideway systems and related works are completed in high quality with optimum efficiency and cost effectiveness; Plan and implement the maintenance activities to meet departmental and statutory requirements.</p> <p>Responsible for failure recovery and the day-to-day maintenance activities, monitor and review asset maintenance strategies to ensure that the targets of reliability availability, maintainability and safety as well as statutory requirements are met; Oversee incident handling to ensure speedy recovery and coordinate with other parties for improvement / asset replacement projects, heavy maintenance programme, and review on maintenance strategy and asset performance.</p> <p>Perform effective human resources management to ensure a skilled, healthy, safe and productive workforce is built by processes of selection, training and career development and maintain a highly cohesive team.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
8	Technical Officer - Rolling Stock Maintenance	Engineering	3	本地學生 / local students	<p>Provide technical support on maintenance activities of rolling stock, fault investigation, failure trend analysis and develop improvement initiatives to ensure a high quality service level of train service.</p> <p>Lead the development of modification works, conduct the design works, fabricate the prototype, plan and schedule the implementation works, prepare the implementation documents and materials, identify necessary resources; monitor the progress and prepare the reports.</p> <p>Improve the Rolling Stock equipment by performing failure analysis and modification.</p> <p>Formulate the Rolling Stock maintenance regime through preparation of work instructions.</p> <p>Conduct asset condition assessment on Rolling Stock and depot equipment and provide recommendations for improving safety, productivity and ways to sustain and extension of the asset life; prepare technical report and recommend long term maintenance strategy on the equipment to maximise the asset worth.</p> <p>Provide methods for comprehensive testing to ensure the safety and apply new technology to enhance the reliability and efficiency of Rolling Stock and depot operation.</p> <p>Participate in productivity study exercise in order to reduce maintenance cost through implementing asset management technique.</p> <p>Provide support to the workgroup on IT development and implementation on activities, such as performance monitoring, maintenance activities scheduling, failure trend analysis, fault tracing etc.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
9	Maintenance Officer - Station Maintenance	Engineering	10	本地學生 / local students	<p>Prepare maintenance schedules of all station equipment, including logistic arrangement and ensure that the schedules are being implemented properly.</p> <p>Supervise and administer all planned maintenance activities to ensure an efficient and cost effective operation and maintenance of all stations & depot equipment.</p> <p>Support various kind of engineering projects in maintenance and modification work of all station equipment; review and comment on technical documents.</p> <p>Assist in fault finding / investigation for resolving any operational incidents and problems. Make recommendations with regard to long term remedial / modification / improvement works.</p> <p>Conduct tests, trials and modifications for improvement of plant equipment in terms of safety, quality, efficiency, environmental protection and energy conservation.</p> <p>Control material consumption for all station / depot equipment maintenance; recommend spare part stock levels, plants, tools and instruments to facilitate cost effective maintenance work.</p> <p>Conduct resources control in terms of manpower planning and arrange staff roster plan to suit maintenance requirements, also to assist in preparing annual manpower and materials budget proposal.</p> <p>Act as the Engineer-in-Charge in case of major incidents as appropriate.</p> <p>Perform ad-hoc assignment and project as assigned.</p>

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10	Stores Technician	Engineering	4	本地學生 / local students	Carry out goods receiving, general inspection, binning and stock allocation or stock picking and issuing including handling of dangerous goods / substances, scrap management and chemical wastes in compliance with the company's policies / guidelines. Provide logistic services Carry out stock replenishment in the back-up store to support maintenance during non-office hours; collect Issue Requisitions from Maintenance to cover withdrawn spares on daily basis and carry out periodic stocktaking. Operate mechanical handling equipment and lifting appliances and driving light goods vehicle in compliance with the company's policies / guidelines. Keep cleanliness and tidiness of all related area of the Logistics Centre. Provide emergency or special logistics service during office hours or non-office hours on shift duty or call basis. Perform ad-hoc assignment and project as assigned.
11	Assistant Stores Officer	Engineering	1	本地學生 / local students	Supervise Stock Technicians to ensure objectives and targets from the system, accounting & data control's perspective to be achieved in compliance with company's procedures / guidelines and various statutory requirements. Enhance information technology applications to improve the efficiency of the store function in alignment with the company / section's strategy. Review and recommend for business process improvement to increase productivity and work efficiency. Compile operation and control procedures in compliance with various statutory requirements. Maintain and control documentation of operation and control procedures in compliance with various statutory requirements. Ensure proper administration by providing centralized administrative support for the stores function. Perform ad-hoc assignment and project as assigned.
12	Assistant Planning & Control Officer	Engineering	2	本地學生 / local students	Assist in implementing various management information systems for the maintenance sections of the engineering department, initiate and support systems enhancement, and maintain, review and control the basic data and code setup. Perform engineering works and possessions planning and scheduling. Generate and analyze management reports; assist in preparation of maintenance budget. Assist staff and contractors in using the Maintenance and Logistic System, and assist managers in monitoring contractors' performance. Organize and conduct briefings/ training sessions for staff and contractors for familiarization of the development and enhancement of management information systems. Perform ad-hoc assignment and project as assigned.
13	Station Control Officer	Operations	25	本地學生 / local students	Prepare duty roster and leaves for peer level and junior station staff including part time staff, if any, in supporting station operations and in compliance with company's and legal requirements. Assist Senior Station Master / Station Master to provide adequate training to staff and supervise staff's performance to ensure they are capable to discharge their duties in normal working and emergency handling and attaining high level of customer service. Handle incidents for resumption of services in a safe and efficient manner and provide first aid treatment in case of emergency. Monitor the performance of contractors to ensure they meet with the company's requirements on safety, cleanliness and environmental issues. Reconcile the fare revenue during own shift and ensure the protection of revenue at station, compile all the required accountancy forms and handle general station administration. Monitor performance of station equipment to ensure a high level of customer services. Maintain close contact with other sections, departments and external parties when necessary to ensure effective revenue control, high standard of station maintenance and quality customer services. Work in a station office of the station concerned for the management of station footbridge including supervising footbridge station guard and cleaners before the actual LRT Taipa Line's opening. Take up tasks as assigned by superior in relation to station operations.
14	Customer Service Officer - Station	Operations	5	本地學生 / local students	Provide ticketing services, handling of enquiries and the subsequent revenue handling in accordance with the working instructions in relation to manning of Customer Service Centres and handling of Automatic Fare Collection equipment. Provide customer service when deployed to other station areas, e.g. concourse and platform, by helping passengers in need for assistance and be aware of any uncleanliness, faulty equipment/facilities and abnormality in station and report for immediate follow-up. on the other hand, be aware of any uncleanliness, faulty equipment/facilities and abnormality in station and report it to Station Control Officer for immediate follow-up. Assist Station Control Officer in case of incident, eg. to support crowd control measures, carry out service recovery actions and disseminating information to customers during service disruptions. Take up tasks as assigned by superior in relation to station operations.
15	Customer Service Officer - Train	Operations	5	本地學生 / local students	Perform pre-service and on service check and inspection on train operating systems of the Passenger trains to ensure that the equipment functions properly. Carry out train inspection regularly to ensure satisfactory standard of train equipment and facilities, and also responsible for the safe and efficient train operation including instant train defect handling and service recovery. Provide quality customer service at train, monitor the passenger flows and train service, take charge of platform safety by monitoring passenger flow. Conduct practical training to new Customer Service Officer and other staff as required. Monitor the performance of train and take appropriate and prompt actions to rectify irregularities to minimize interruption of train service that may cause to passengers. Provide train information to passengers upon request. Disseminate information to passengers when required through the train-borne public announcement and passenger information display system. Operate test or special trains as and when required; and to perform duties in the depot/siding if required. Take up tasks as assigned by superior in relation to station operations.

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16	Train Operations Officer	Operations	3	本地學生 / local students	<p>Act as shift-in-charge of train crew during traffic hours to monitor and control the performance of Train Operation Supervisor and Customer Service Officer - Train (CSO-T) to run the day-to-day train services so as to provide a safe, efficient, customer-oriented and cost effective public transportation service to passenger. Maintain a high level of performance standard of subordinates by arranging appropriate courses to ensure their skills and knowledge are maintained at optimal levels.</p> <p>Provide counselling to staff to ensure their performance meet the prescribed operational and service standards.</p> <p>Prepare regular performance monitoring schedules conducted by the supervisors so that train staff are properly guided and competent for work.</p> <p>Maintain a high level of discipline in respect of the safe operation of the railway and good customer service for both normal and emergency situations through regular practice and review of operating systems, contingency measures, working procedures and supervision of staff performance.</p> <p>Plan for and maintain a rational and effective utilisation of resources in deploying staff to meet service requirement, allocating budget and other resource for the routine running of a crew depot.</p> <p>Take charge of any incident on train and depot during major incidents and carry out train incident investigations and prepare reports to relevant parties for follow up actions.</p> <p>Ensure an effective and efficient day-to-day operation of train crew depots by ensuring general administration, workplace safety and working environment meeting to the prescribed standards. Review from time to time the operational and administrative effectiveness of train crew depot and recommend changes to suit the practical requirement.</p> <p>Maintain team morale and industrial relations through providing adequate communication channels, training and motivational initiatives.</p> <p>Act as the examiner / qualifier for CSO-Train and Competent persons.</p> <p>Investigate to customer complaints referred so as to improve passenger experience and ease their query.</p> <p>Perform ad-hoc assignment and project as assigned.</p>
17	Train Operations Supervisor	Operations	5	本地學生 / local students	<p>Responsible for the effective supervision and monitoring of the daily performance of Customer Service Office - Train (CSO-T).</p> <p>Conduct performance inspection and take appropriate action to rectify any irregularities that may disrupt operating efficiency.</p> <p>Perform the role Engineer Person-in-Charge to ensure that all engineering works under his supervision are carried out accordance with the safety requirement.</p> <p>Supervise and review the standard of performance to ensure all on-duty staff are competent and able to perform to standards as prescribed in working procedures and operating systems to ensure safety and reliability. That includes performance inspections, briefing team member on special arrangement, instructions and notices to maximize efficiency and making recommendation for train etc.</p> <p>Coordinate and communicate with Operations Control Centre and other depots on all matters related to train running; and ensure the effective deployment of manpower to meet normal service requirements and the implementation of contingent measures to deal with service disruption.</p> <p>Plan duty assignment to meet service requirements</p> <p>Organize and conduct on-the-job training to new CSO-T and local training to the qualified CSO-T; and acts as "Training Instructor" as required by refresher training program.</p> <p>Act as Shift-in-charge to maintain efficient and proper working of a Train Crew Depot</p> <p>During train incidents, take charge of train incidents prior to arrival of operating official and prepare preliminary accident reports.</p> <p>Take up tasks as assigned by superior in relation to station operations.</p>
18	Service Planning & Support Officer - Control & Support	Operations Support	2	本地學生 / local students	<p>Assist to plan, coordinate, compile, manage, control and submit departmental budgets.</p> <p>Assist to plan, formulate and consolidate user requirements for supplies and services contracts to meet railway operational needs.</p> <p>Assist to monitor and review the safety and performance of supplies and services contracts and its contractors.</p> <p>Assist to provide logistical support services to frontline staff to meet operational needs.</p> <p>Assist to prepare quality procedures and instructions to meet ISO standards.</p> <p>Take up other tasks and duties as assigned by superior.</p>
19	Accountant	Finance & Commerce	5	本地學生 / local students	<p>Assist in handling the accounting, budgeting etc. in accordance with the prevailing accounting standards and company's policies.</p> <p>Coordinate, prepare and review budgets and exercise the expenditure control for the railways operations.</p> <p>Process invoices checking and approval for payments to vendors, suppliers and contractors.</p> <p>Perform accounting, audit and control for the fare revenue collection, and manage the settlement with relevant stakeholders.</p> <p>Support in various system tests; User Acceptance Test & system development and enhancement.</p> <p>Perform ad-hoc assignment & project as assigned.</p>
20	Accounting Assistant	Finance & Commerce	2	本地學生 / local students	<p>Perform month end and year end accounts closing by preparing timely journal vouchers and supporting schedule in accordance with procedures and working instructions for superior's review and approval.</p> <p>Perform data input for journal vouchers.</p> <p>Collate and / or extract data and produce simple routine management reports, schedules; summaries and identify irregularities and undertake initial investigation of variances against budgets/standards for review by supervisors before distribution.</p> <p>Perform routine checks to identify errors and deviations.</p> <p>Process invoices and transactions by checking the proper authorisation of invoice payment/transaction, checking the availability of budget/funding according to the company's policies and procedure.</p> <p>Prepare record on expenditure / income / cost / inventory accurately.</p> <p>Perform ad-hoc assignment & project as assigned.</p>

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21	Procurement & Contracts Officer	Finance & Commerce	2	本地學生 / local students	<p>Assist to implement properly the procurement plans & procedures; provide procurement & contract administration services to enable delivery as per company's objectives & professional standards.</p> <p>Conduct the procurement of goods / services requested by users including to review the need and specification, to propose / decide the suitable supply terms and the appropriate approach, to verify / review tender documentation and monitor the tender process, to prepare tender report for recommendation / approval, to administer the contract award and the quality and timeliness of goods / services delivery as required and the contract accomplishment, and assess the supplier's performance.</p> <p>Maintain and control the procurement costs to ensure that it is within the budget and the cost saving targets set.</p> <p>Conduct and monitor the sale of scrap materials / obsolete goods as required.</p> <p>Review and monitor the procurement and sale procedures and documentation, analyze / evaluate the returned bids, and propose the best recommendation to the best interest of the company.</p> <p>Conduct the procurement activities in accordance with policies and procedures to ensure the procurement and the sale are conducted professionally, effectively and corruption free, within the authority given by the Corporation.</p> <p>Keep good records of all procurement and sale items under the scope, and facilitate smart archiving system.</p> <p>Achieve the team's productivity level.</p> <p>Sustain the procurement systems and reports, provide support to cost reduction programs and the procurement initiatives.</p> <p>Perform ad-hoc assignment & project as assigned.</p>
22	Marketing Officer	Marketing	2	本地學生 / local students	<p>Assist in planning marketing strategies, and implement promotion activities for patronage promotion and marketing communication (both traditional and digital platforms).</p> <p>Develop and implement segmentation programs to induce desirable patronage from specific target group.</p> <p>Assist in roll-out of promotion campaigns to enhance the awareness and shape traveling habit (e.g. inter-modelling discount).</p> <p>Explore strategic opportunities with external partners, which includes joint promotion and new bundling products to improve penetration in key market segments.</p> <p>Plan and implement marketing programs to improve customer experience through multi-channels including traditional and digital platforms.</p> <p>Develop and implement marketing campaigns to support the launch and promote on-going usage of special lines and new extensions of existing integrated network.</p> <p>Assist to manage the publicity programmes in support of Operating Department to deliver passenger behavior and safety messages to passengers, and launch campaigns such as escalator safety, anti-crime, courtesy and other safety awareness programmes.</p> <p>Provide input for publicity materials to ensure alignment with corporate image, branding guidelines and quality standard.</p> <p>Conduct regular market and customer researches to keep track of the changes in business environment, public perception and customer requirements/feedbacks, with an overall objective of improving business performance, corporate image and customer satisfaction.</p> <p>Coordinate across departments and provide content update in various digital channels (website and mobile apps) for communication of key corporate messages/initiatives and train service status and information.</p>