



Job Description

POSITION:

Information Technology Technical Support (L4)

ROLE:

1. Support operational team in terms of office automations.
2. Support operational team in terms of troubleshooting any technical issues.
3. Conduct training and guide on existing or new systems.
4. Providing support to other team members in terms of documentation, presentation or one to one guidance.

RESPONSIBILITY:

1. Conduct maintenance to Information Technology assets.
2. Log all Information Technology assets.
3. Conduct daily checks on operational systems.
4. Resolving any network issues, or server issues.
5. Installing and configuring hardware or software equipment.
6. Testing and evaluating other technologies or systems.
7. Liaise with vendors or suppliers in resolving systems.
8. Replacing or repair any outdated equipment.
9. Developing any in-house application using preferable programming language.
10. Maintaining and backup company database (No SQL).
11. Provide monthly and weekly reports as requested by upper management.
12. To perform other duties as instructed by the management from time to time.

QUALIFICATION & EDUCATION REQUIREMENT:

- Bachelor Degree in computer science / information technology / programming / software engineering.
- At least 2 or 3 years of proven working experience.

PREFERRED SKILLS:

1. Teamwork.
2. Critical Analysis / Thinking.
3. Problem Solver.
4. Pro-active.
5. Basic knowledge on HTML / CSS / JS / Node JS.
6. Basic knowledge on Fortinet.
7. Time management
8. Organized and Responsible

SALARY & BENEFITS:

Shall be discussed during Interview session.