

JD – Service Desk Analyst

Job Specification

First point of contact to customers. Create service request in the customer care systems. Perform 1st level problems analysis and troubleshooting of technical issue. Escalate service ticket to 2nd Level or onsite support team to further resolving the technical issue. Provide daily call status and close service ticket.

Responsibilities

- Create, close and resolve service ticket in the customer care systems
- Log case to vendor and follow up to close service tickets
- Follow up on outstanding requests and ensure timely resolution
- Provide problems analysis and perform 1st level support of technical issue over the phone and by email
- Perform escalation to Level 2 support for any calls that beyond the 1st level scopes
- Execute responsibilities promptly following established procedures & take ownership of service requests in order to meet the service level agreement objectives
- Assist with the resolution and take proactive steps to keep customers informed
- Provide status updates to users as appropriate
- Provides update of technical issue and resolution to central knowledgebase upon service ticket closed
- Recommend ongoing operation improvements
- Perform other related duties as required and assigned

Requirements

- Diploma/Bachelor's degree in IT / Computers
- Minimum 1-2 years' experience in Service Desk
- Good knowledge in diagnostic and troubleshooting skills
- Possess excellent communication and interpersonal skills and excellent customer service skills
- Possess a good command and written skill in English, Bahasa Malaysia. Ability to speak Mandarin is an added advantage
- Self-motivated and good team player
- Highly committed and able to work with minimal supervision
- Able to work on shift rotation
- Candidate must be Malaysian citizen
- Must have the aptitude to adapt, learn quickly and change direction quickly
- To support and participate in 24x7 on-call support rotation schedule for JOS Service Desk Operation
- Candidates with ITIL and SDI certification will be added advantage