

JD - Technical Support Analyst

Job Specification

Provide onsite support for business sites. Perform onsite analysis, diagnosis, and resolution of front office problems for end users. Perform deployment, setup, imaging for new desktop, laptop, printer, etc. Perform software, hardware, network troubleshooting. Identifies and resolves technical issues and recommends effective solutions.

Responsibilities

- Responds to Service Desk tickets, telephone calls and e-mail for technical support and on time update service desk system and maintain service level quality.
- Provide supports to end user operating systems, first level enterprise business applications and miscellaneous software applications
- Provide supports to end user computing platforms, mobile devices, printing, LAN, WAN, Internet, and miscellaneous hardware.
- Troubleshoots end-user issues and provides documented solutions.
- Serve as a primary technical contact for respective business sites and acts as the IT liaison to other departments.
- Provides desk side and remote technical assistance during and beyond regular business hours.
- Travel to other business sites to provide additional support and 24x7 onsite/offsite stand by if required.
- Attend promptly and closure of support ticket or problem solving in timely manner. Escalation to higher level for key issues.
- Regular and preventive maintenances for IT equipment and hardware setting up in the company
- Participate, assist, and execute project implementation, coordinate technical requirements, evaluation and monitor vendor activities.

Requirements

- Degree/Diploma in Computer Science or IT related fields with 2 years of relevant working experience will be added advantage
- End user IT equipment (desktop, laptop, thin client, printer, etc.) setting up and support skills is required as well as technical knowledge of smart devices.
- Hands on experiences in supporting, installation, configuration and troubleshooting user computer usage issues such as Windows OS, MS Office, Email, Internet, antivirus, network connection etc.
- Able to analyze, diagnose, solve technical problems, and manage service
- Strong written and verbal communication skills.
- Good interpersonal skills, team player, highly motivated, well organized and result oriented.
- Able to work under minimum supervision and willing to travel
- FRESH GRADUATES are encouraged to apply as training will be provided
- Candidate must be Malaysian citizen

- Bachelor's Degree in Computer Science / Information Systems / Information Technology or equivalent with minimum 3 years of experiences.
- Willing to learn and take ownership of new assignments, able to contribute by exploring new alternatives and suggestions.
- Proactive, open minded and possess positive end users-oriented attitude to continue support business operations from technical aspect.