



PR/094444 | Support Engineer

Job Information

Recruiter
[JAC Recruitment Singapore](#)
Job ID

1509644

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Hong Kong

Salary

Negotiable, based on experience

Refreshed

December 11th, 2024 18:11

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Our client:

A regional IT solutions provider specializing in delivering comprehensive IT solutions to large enterprises. Their core offerings encompass CRM, omnichannel customer experience (CX), and IT service management (ITSM). They offer a full suite of services including strategic consulting, system implementation, integration, ongoing maintenance, and managed support. By partnering closely with clients to drive business success through technology-enabled solutions.

We are looking for people who are passionate and capable of supporting system relating to Contact Center solution (Including Social, Mobile, voice & email channel) and cloud application solution.

Responsibilities:

- Assist in project implementation and testing activities.

- Handle incident and service requests from customers, providing on-site support as required.
- Support voice engineering initiatives for all project-related and ongoing operations support for voice communications services.
- Coordinate with multiple vendors and customers to perform live troubleshooting as needed.
- Monitor ticket queues to ensure customer tickets and service requests are promptly addressed.
- Review, recommend, test, and implement new software revisions, feature sets, and patches, and conduct periodic system refreshes.
- Provide day-to-day user troubleshooting and operational and maintenance support services for critical systems.
- Diagnose and resolve reported problems, providing systems support

Requirements:

1. University degree in Computer Sciences, Informatics or Engineering equivalent discipline
2. 2-3 years of relevant IT working experience with business applications or contact center solutions. Fresh graduate would be considered.
3. 2 -3 years of IT industry experience in maintaining and supporting system and/or network infrastructure. Fresh graduates may also be considered.
4. Hands-on experience in maintaining VoIP System infrastructure, Microsoft Windows OS/Linux Server, Networking/Router/Switch, VMWare should be an advantage.
5. Good understanding of Avaya architecture and design will be advantage
6. Good hands on experience on Avaya PABX will be advantage
7. Experience and knowledge of Telephony protocols (VOIP, SIP, H.323)
8. Good customer service skills, highly motivated, self starter
9. Can be available 24/7 or able to respond within a 4 hour period if needed
10. Self-motivated, proactive, customer focused and drive-to-learn personality.
11. Good analytical and logical mind to analysis and address the problem.
12. Ability to work as part of a team to provide support to various customer environments.

Working Location: Singapore

Apply online or feel free to contact me directly (via email: tingyee.lim@jac-recruitment.com) for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

Lim Ting Yee (R23116601)

JAC Recruitment Pte. Ltd. (90C3026)

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#countrysingapore

Company Description