



PR/157827 | IT Service Desk Specialist level 1 & 2

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1512212

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

January 8th, 2025 17:00

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

JOB SCOPE

- Provide a professional and personal first point of contact for all users.
- First Call Resolution on simple tickets.
- Handle all incoming tickets as required.
- Initial analysis and assessment of incident and alert tickets
- Distribution of tickets to the sys admin team to ensure prompt resolution within SLA.
- Taking ownership of assigned cases throughout the lifecycle of support.
- Ensure that all client support requests and incidents are handled effectively with regular user communication.
- Own and assist with regular tasks and functions that are key to service provision.
- Ideal applicants will have previous client support experience within a Managed Services environment or an internal IT team and strong attention to detail.
- Onsite analysis, diagnosis and resolution of desktop problems for end users.
- Collaborate with 3rd level support to prevent system downtime.
- Software, hardware and network troubleshooting.
- Perform quality work on all service requests/incidents with agreed SLA.
- Setup and configuration of new keyboard, PCs, laptops etc.
- Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.

- Requesting and coordinating vendor support
- Responsible for tracking hardware and software inventory
- Familiarise end users on basic software, hardware and peripheral device operation.
- Be available to Support Other Sites and Clients

REQUIREMENTS

- 1 to 2 years working experience in an IT environment.
 - Microsoft Windows experience
 - Microsoft Office experience
 - Internet experience
 - Working technical knowledge of current protocols, operating systems and standards. Routers, switches and firewall experience
 - Tertiary education: IT Certifications/Diploma
 - Preferred ITIL V3 Foundation/Awareness
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Company Description