



## PR/157884 | IT Support Executive

### Job Information

**Recruiter**
[JAC Recruitment Malaysia](#)
**Job ID**

1512289

**Industry**

Industrial Facilities

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

April 16th, 2025 09:01

### 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

#### DUTIES AND RESPONSIBILITIES

- Front line IT support for Software (ERP, Office365 & etc) and Hardware and Infrastructure.
- Provide server and network support to ensure smooth daily operations and business continuity.
- Provide IT support including troubleshooting all technical issues related to hardware, software, printer / photocopier, server, and network connections.
- Support and maintenance of ERP systems (Xeersoft/SAP B1/Kintone) –Inventory, Finance & Account, Information and Billing System.
- Liaising with external vendors for IT maintenance and support.
- Liaising with Head office IT Team at Japan and Singapore.
- Provide support for IT assess management, ensure information security policies and procedures are observed and enforced, including data protection, backup, and recovery.
- Manage and maintain IT relate regulatory documentation and procedures.
- Assist in all IT related projects in the corporate office and branch offices.
- Leverage knowledge of cutting-edge technologies to optimize organizational efficiency.
- Review existing IT tools/systems and internal processes, collect, and analyse data to identify areas for improvement.
- Monitor networking equipment and servers.
- Provide training in application and general IT application to user.

#### OTHERS

- Carry out work responsibilities and other activities as directed from time to time including, Diva System and others when required.

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## Company Description