



PR/158332 | IT Support Manager

Job Information

Recruiter
[JAC Recruitment Malaysia](#)
Job ID

1512415

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

February 19th, 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

IT Support Manager

A fast-growing organization in Penang Island is looking for experienced IT Support Manager with strong background in supporting APAC region

Job Responsibilities

- Reports into Director, Worldwide IT Support and responsibilities include leading regional IT staff, end user support, network support and provide test development, automation and support for subcontract manufacturing sites.
- Provide technical expertise and supervise the daily activities of the regional IT staff and vendors.
- Ensure satisfaction of customers with service offerings honoring SLAs.
- Manage regional IT projects.
- Primary IT escalation manager for business leaders in the region.
- Assist in IT governance activities including SOX governance, ISO certifications and compliance.
- Manage end user IT Support activities. Monitor and enforce software compliance as applicable.
- Monitors virtual environments including Host systems, Server VMs, Virtual Desktops for upgrades, repairs and proactive software maintenance.
- Manage Enterprise grade compute, storage, networks and virtualized environments.
- Monitor all servers both physical and virtual on a daily basis through manual and programmatic methods to identify, diagnose and resolve anomalies.

- Support Windows and Linux systems, business applications, and voice and data communication systems.

Requirements:

- 10+ years' experience in IT hands-on roles and 5+yrs of IT Management experience.
- Experienced with Semiconductor R&D support and sub-contracting vendor support.
- Expert knowledge of Microsoft Active Directory, Group Policy, Exchange, VMware, Windows Server system, RDS, AD Domain services CLI tools, PowerShell, EMC Storage, and Cisco Networking.
- Windows Server 2008/2012/2016/2019, Microsoft Exchange, IIS, SQL server.
- VMWare VSphere 7, Microsoft Hyper-V and related management tools.
- Programming languages: Windows power shell, perl, utilities, and scripting.
- Experience with Storage Area Network design, installation, and management.
- Knowledge of delivering Windows core services: AD (including GPO), Exchange, DNS, DHCP, DFS, file and print services in a multiple AD Forest environment running on Windows 2003 through Windows 2019.
- Ticketing systems such as ServiceNow for tracking issue and problem resolution and change management.
- Operational focus on developing and maintaining service delivery processes and procedures to meet qualitative and quantitative service deliver goals in a leadership capacity.
- Proven ability to develop and improve the IT Service delivery at all layers.

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform you that only shortlisted candidates will be notified. Thank you for your understanding.

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Company Description