



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

募集職種**人材紹介会社**

ジェイエイシーリクルートメント マレーシア

求人ID

1508891

業種

物流・倉庫

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2024年12月11日 15:18

応募必要条件**職務経験**

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項**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

会社説明