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PR/158332 | IT Support Manager

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
1509165

業種
その他（メーカー）

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 15:31

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

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 below:

会社説明