CareerCross by JAC Recruitment

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
1512212

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24日 10:28

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