



## 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

1512415

#### 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

2025年02月05日 11:01

### 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 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.

#LI-JACMY

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会社説明