

JOB DESIGNATION : IT Support Admin
DEPARTMENT : Facilities and Resources Management
LOCATION : Cyberjaya

JOB DESCRIPTION

- Troubleshoot and resolve IT related issues including computers, printers, networking, projector, scanner and others.
- Set up IT hardware and standard applications for new employees.
- Establish AD and email account for new hire, associates and resigned employees.
- Upgrading, installing and configuring new hardware and software to meet company objective.
- Update and maintain user access on file server, share folders and cloud storage as well as preventing from unauthorised access.
- CCTV system maintenance to ensure smooth operations, video recordings/playback storage and availability.
- Maintain and upkeep the office telephone system.
- Create, maintain and update Master IT inventory records of all IT hardware and software license. Responsible for internal and external IT inventory sighting/tagging and audit.
- Perform routine server monitoring, performance benchmarking, periodic server backups, change backup tape and off-site tape storage maintenance for Disaster Recovery (DR).
- Make recommendations for IT infrastructure and system improvements.
- Ensure warranty/maintenance contract of essential IT hardware, servers and network switches are always active.
- Maintain confidentiality at all times when encountering sensitive information during the course of carrying out duties.
- Manage internal infrastructure such as router, switches with related service providers.
- Provide IT support to staff including data retrieval and recovery procedure, perform diagnostic tests and debugging procedures to optimize computer systems.
- Perform task as requested by HOD or the management (if any).

REQUIREMENTS & SKILLS

- Candidate must possess at least a Certificate/Diploma in Computer Technology, IT Engineering, Computer Science or equivalent.
- Minimum 1-3 years prior experience in providing IT technical support, server administration and troubleshooting, IT vendor management and IT security.
- Solid knowledge of best practices in IT administration and system security. Well verse with Microsoft products ie; Outlook, Teams.
- Experience in IT systems, networks and related technologies.
- Strong analytical and problem-solving skills
- Good interpersonal & communication skills to effectively interact with people at all level and to work cross functionally.
- A team player who is discipline, independent, self-starter with the ability to work independently with minimum supervision.
- Required language(s): English, Bahasa Malaysia.

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