

## **SCOPE OF RESPONSIBILITIES**

### **Helpdesk/Support**

- Provide user support for software and hardware upgrading, including installation, configuration, patch management, and troubleshooting of application systems problems.
- To assist all our users with any IT-related incident when called upon.
- To take ownership of issues by carrying out problem analysis or implement temporary/permanent fixes and restore service as soon as possible; escalating incidents to other support teams where necessary.
- To accurately record, update and document requests using the IT help desk system.

### **Windows and Microsoft Office Products**

- Implement latest office 365 products and services to corporate users
- Manage and troubleshoot all Windows and Microsoft Office Products related issues.

### **Deployment and Maintenance**

- Plan and prepare new laptop & desktop deployments for users.
- Perform IT equipment maintenance and operation, including the Operating Systems and the application software residing on each. e.g., PC and LAN infrastructure.
- Assist in planning and implementing changes to IT service as required.
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### **Documentations**

- To create, maintain and publish relevant support documentation
- Provide procedural documentation and relevant reports
- Maintain all IT asset records, including an up-to-date inventory of software, hardware, and licenses.

### **Others**

- Participate in patch management, DR exercise, and call tree test.
- Be part of the on-call team to be on standby and provide weekend supports when necessary.
- To perform any wiring or cabling work for Computer and company network
- Provide support on team's project.  
To perform any other job functions as assigned by immediate superior.

## **REQUIREMENTS (Education, Experience, Skills, Attributes / Behaviors, Others)**

- Bachelor's Degree in information technology or Computer Science
- At least 1-2 years of relevant working experience supporting end-users in computer administration, hardware maintenance, Windows, and Microsoft Office products.
- Additional knowledge of Trend Micro products and Active Directory is an advantage.
- Able to work as a team player, take ownership, display a positive attitude, and is a fast learner
- To be a highly motivated team player with the skills and ability to manage changing priorities.