

Responsibilities:

IT Support and Helpdesk

- Provide first-level technical support for end-users on hardware, software, and network issues.
- Troubleshoot and resolve IT incidents in a timely manner to minimise downtime.
- Escalate complex issues to higher-level support or external vendors when necessary.
- Maintain logs of user support requests and resolutions.

System and Network Administration

- Assist in maintaining servers, network equipment, and other IT infrastructure.
- Perform routine system monitoring and preventive maintenance activities.
- Support updates, upgrades, patches, and backup processes to ensure system integrity.
- Monitor network performance and respond to connectivity issues or alerts.

IT Asset and Vendor Management

- Maintain an up-to-date inventory of IT assets, software licences, and user access records.
- Liaise with vendors and service providers for procurement, maintenance, repairs, and warranty claims.
- Assist in evaluating vendor proposals and quotations for IT-related purchases.

IT Security and Compliance

- Support the implementation of IT security measures, policies, and standards.
- Assist in monitoring and reporting security incidents and vulnerabilities.
- Promote cybersecurity awareness and compliance among end-users.

IT Projects and Initiatives

- Support the rollout of new systems, software, and technology solutions.
- Secretariat for the Information Technology Prioritisation Committee.
- Participate in testing, deployment, and post-implementation reviews of IT projects.
- Assist in preparing documentation and user guides for new applications or processes.

Training, Documentation, and Reporting

- Assist in conducting user training sessions on IT tools, applications, and best practices.
- Prepare reports on IT operations, support metrics, and project progress as required.
- Maintain up-to-date technical documentation and procedural guidelines.

Other Duties

Perform any other duties assigned by the supervisor or Head of Department to support IT functions.

Qualification and Requirement:

- Bachelor's Degree in Information Technology, Computer Science, or a related field.
- Minimum 2 years of relevant experience in IT support or system administration.
- Strong knowledge of IT systems, networks, and troubleshooting methodologies.
- Familiarity with cloud systems, cybersecurity principles, software, and hardware installation and maintenance.
- Microsoft 365 Administrator, ITIL and/or TOGAF certification preferred.
- Must possess a good command of spoken and written Malay and English.



Preferred Skills:

- Familiar with Microsoft Office 365, SharePoint, Word, Excel and PowerPoint
- Pleasant and having good interpersonal skills
- Strong problem-solving and troubleshooting skills.
- Familiar with CompTIA A+ / Network+