



Senior Engineer Information Technology

Job description

Responsible for global operation support of Middleware (WebSphere MQ, openFT and Kafka Support), to the user community and the business processes in use.

In your new role you will:

- **Provide 2nd Level Support globally.**
- **Manage Incident and Service Order tickets:** Receive, categorize, prioritize and track incidents or service orders using Remedy tool as the central Infineon ticketing platform
- **Analyse, investigate, fix known issues, provide workaround to users** and work towards timely resolution according to SLAs.
- Conduct **Internal Control Monitoring:** To provide daily system checks/monitoring as required and drive efficiencies to ensure the system and processes perform as effectively as they should.
- **Perform Problem Management:** Identify problem trends and implement corrective actions, communicate with change request team and application owners.
- **Ensure system and support related documentation** is maintained and up to date, documents known errors, workarounds and resolution plans.
- **Knowledge sharing/training** within support team and business users.
- **Able to work on shift mode** on a rotation basis (**morning, 9:00am – 6:15pm and afternoon, 3:00pm-12:15am, shift**).
- **Able to work on call standby support on a rotation basis (12:15am-8:15am) /weekend (Sat/Sun).**

Profile

You are best equipped for this task if you have:

- **Bachelor's Degree in Computer Science/Information Technology.**
- **Minimum 3 year of relevant experience in system support or end-user support.** Experience in **WebSphere MQ, openFT or Kafka** will be an added advantage. Knowledge/familiarity with **UNIX & UNIX shell scripting.**
- Excellent analytical and problem solving skills and are able to critically engage with new issues.
- Good communications skills (mainly English) and a proactive team player.
- **Strong in service support operations.**

At a glance

Location: **Melaka (Malaysia)**
Job ID: **350660**
Start date: **as soon as possible**
Entry level: **3-5 years**
Type: **Full time**
Contract: **Permanent**

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Job ID: **350660**
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- Knowledgeable in **Enterprise Application Integration methodologies/processes** is a plus.
- **Experienced in the area of middleware and messaging** will be an added advantage.
- Able to work independently with minimal supervision.

Benefits

- **Melaka:** Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Exempt working hours are flexible within core hours (9am-12pm & 2pm- 5.15pm); Home office options for certain tasks or due to personal circumstances. Applicable to exempt employees working on office hours only; Part-time work possible for exempt employees only; Exempt staff could apply up to 3-month sabbatical leave, subject to business situation; Medical coverage; In-house clinic operates 24 hours, doctor consultation possible from 9am to 5pm; Health promotion programs; Social Recreation Center with facilities, such as gym room, squash, badminton and netball court, zumba and yoga classes, etc.; On-site Cafeteria; Paid sick leave according to law; Additional 3% to Employee Provident Fund after 10 years service with Infineon Malacca; Re-employment opportunities; Productivity incentive bonus; Bus service for shift employees ; Allocated carpark for disabled and pregnant employees

Why Us

Part of your life. Part of tomorrow.

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

Infineon Technologies (Malaysia) Sdn Bhd, with its 8.000 employees, is the largest manufacturing site of Infineon. The company has established itself as a leading manufacturing site for Power Semiconductors, Logic Semiconductors, Discrete and Sensor Products. We are committed to increasing productivity, on-time delivery and providing customized solutions while maintaining the highest level of product quality. The success of Infineon Melaka is evidenced by eleven National Awards received from the Prime Minister's Office as well as 15 corporate awards.

