



Senior Engineer Information Technology - Production Data Warehouse

Job description

In your new role you will:

- **Lead or participate in project / enhancements** and support activities in Local / Global Production Data Warehouse (PDWH).
- Act as **key contact point for Local/Global PDWH requests** for preliminary demand management or request expedition and ad-hoc requests and manage escalations from business users, management and team members in alignment with lines and site management
- **Manage the overall application support of incident and change management** of PDWH as per SLA and agreed prioritization including preparing regular operations and management report
- Ensure the **Local/Global Production Data Warehouse are running** in a stable and high performance level as per SLA
- Ensure that **systems, processes and methodologies as specified are followed** to ensure effective monitoring, control and support of service delivery.
- Drive **continuous improvement initiatives** within operations support area (e.g. automation of monitoring and internal controls) and control costs as per budget.
- Identify **new systems opportunities** to improve the application of existing and new processes.
- **Prepare technical documents** for internal and external presentations.
- **Assist other team members** with technical aspects of customer interactions
- Manage the **delivery of global support of PDWH services**.
- **Lead a team of System Engineers** who perform 2nd level operations support and front-end development services for PDWH.
- **Partner up with management, application owner, key business customer and team members** for the delivery of regional / global services.

Profile

You are best equipped for this task if you have:

- A **bachelor degree of Information Technology / Computer Science** or any equivalent course.
- A **minimum of 3 to 5 years of related working experience**.
- **Team lead experience** is preferable.

At a glance

Location: **Melaka (Malaysia)**
Job ID: **351812**
Start date: **as soon as possible**
Entry level: **1-3 years**
Type: **Full time**
Contract: **Permanent**

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- **Strong Data Warehouse skills** and **experienced in End-User Support** as well as **project support experiences**.
- **Knowledge in Oracle PL / SQL skills**.
- An **effective written and oral communication skills** as well as strong interpersonal skills.
- Have strong analysis and problem-solving skills.
- **Deliver on commitments within the established timelines**, have the courage to raise issues, and proactively work to resolve issues and remove barriers in a timely manner.
- Demonstrated **leadership experience** as well as the **ability to lead a group of System Engineers / Developers** and also able to work independently.
- **Strong coaching skills**. Ability to step outside role confines and help teach and enable other team members.
- **Requirements gathering and application consulting skills**.
- **Exposure in Multinational Corporation (MNC)**.

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.

