



Senior Engineer IT System Engineering

Job description

In this role, your responsibility is to perform workplace operations and services such as managing clients, mobile, iPrint, Xibo, application delivery, licenses, and meeting rooms.

In your new role you will:

- Responsible for the overall WP operations and services in the area of managing client, mobile, iPrint, Xibo, application delivery, licenses, and meeting rooms.
- Manage overall WP-Client Services operation i.e. manage the overall support for 2nd & 3rd Level incidents, service orders, and problem management of WP services.
- Ensures all IT infrastructure is able to meet the agreed SLA.
- Escalation to higher management if required.
- Drive continuous improvement initiatives within WP operations to support area (e.g automation & solutioning)

Profile

You are best equipped for this task if you have:

- Bachelor's degree in Computer Science.
- Minimum 5 years experiences in IT system engineering.
- Knowledge about workplace operation (PC, Printer, Projector) and Client Service Coordination.
- Basic / Advance Windows 10 knowledge.
- Windows 10 certification preferred.
- Strong and hands-on knowledge and skills in IT client service administration.

Benefits

- **Batam:** Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Medical Coverage; On-site social counselling and works doctor; Health promotion programs; On-site canteen; Wage payment in case of sick leave; Flexible transition into retirement ; Performance bonus

At a glance

Location: **Batam (Indonesia)**
Job ID: **355656**
Start date: **Oct 03, 2022**
Entry level: **1-3 years**
Type: **Full time**
Contract: **Permanent**

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