

## Job description

Manage incident and service order ticket, before performing problem management.

In your new role you will:

- **Manage Incident and Service Order ticket**, before performing **Problem Management**;
  - Receive, categorize, prioritize and track incidents or service orders using Remedy tool as the central Infineon ticketing platform.
  - Analyse, investigate, fix known issues or provide workaround to users.
  - Communicate, liaise and follow-up with users, other 2nd level support team, 3rd level support team and application owners.
- **Perform user management**
  - Security.
  - Access control.
- **Perform Problem Management**
  - Preliminary investigations on problems
  - Communicate with 3rd level support team and application owners to provide solution or workaround
- **Internal Control Monitoring**
  - Perform checks on applications and systems.
  - Monitor operational tasks.
- **Perform test for systems** and applications as part of quality assurance. This includes testing bug fixes and change request eg, functionality enhancement, hotfixes, patches, etc.
- Regular **reporting of users**, ticket volumes, solving time spans etc.
- Provide system and application documentation support including training materials.

## Profile

You are best equipped for this task if you have:

- Certification in Bachelor Degree of Computer Science or Information Technology
- **End-User Support experiences** in **application testing** (e.g. bug fixes, enhancements).
- Information Technology Infrastructure Library **ITIL knowledge**

## At a glance

Location: **Melaka**  
Job ID: **38833**  
Start date: **immediately**  
Entry level: **Professionals / experienced**  
Type: **Full time**  
Contract: **Temporary**

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- **Communication** skills. Excellent ability to deal with users, team and application owners.
- **Strong analytical** and **problem solving** skills.
- Fast learner and self-driven and **fluent in English**.

