



## Engineer Information Technology - SAP User Interface Operations Support

### Job description

System Engineer in user interface platforms included SAP Enterprise Portal, SAP Fiori and SAP Cloud Connector.

In your new role you will:

- Be the **System Engineer** in user interface platforms included **SAP Enterprise Portal, SAP Fiori, SAP Cloud Connector and Winshuttle**.
- 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.
- Work closely with other colleagues on the SAP support team as well as the users, application owners to ensure that issues are resolved in a timely manner and new requirements are communicated and managed effectively through to completion.
- Act as the **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 to provide solution or workaround, reports to superior on service impacting issues and actively participates in follow-up actions to restore service back to normal levels.
- Support **Mission Critical 24x7 SAP Enterprise Portal**.
- Work **on shift mode** (morning, 9:00am – 6:15pm and afternoon, 3:00pm-12:15am, shift).
- Work **on call standby weekday** (after 12:15am-8:15am) / weekend (Sat/Sun) support.

### Profile

You are best equipped for this task if you have:

- Bachelor's Degree in **Computer Science / Information Technology**.
- **Minimum 1 year of relevant professional experience in system support or end-user support**. Fresh Graduate with relevant experience will be considered.

### At a glance

Location: **Melaka (Malaysia)**  
Job ID: **71800**  
Start date: **as soon as possible**  
Entry level: **3-5 years**  
Type: **Full time**  
Contract: **Permanent**

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- Experience in **SAP NetWeaver Portal Technologies / framework** will be an added advantage.
- Knowledge of **SAP WebDynpro ABAP/Java/Fiori applications integration with SAP Portal** is a plus.
- Proactive, having excellent communications skills and 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.**

We make life easier, safer and greener – with technology that achieves more, consumes less and is accessible to everyone. Microelectronics from Infineon is the key to a better future. Efficient use of energy, environmentally-friendly mobility and security in a connected world – we solve some of the most critical challenges that our society faces while taking a conscientious approach to the use of natural resources.

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.

