



Engineer Information Technology – Sharepoint Operation Support

Job description

Responsible as Second Level Support for Web Publishing, manage Incident and Service Order tickets.

In your new role you will:

- Provide **2nd Level Support for Web Publishing, Collaboration and Workflow Solutions** based on Microsoft Sharepoint platform.
- Manage **Incident and Service Order tickets** by analysing, investigating and fixing known issues or provide workaround to users while following up with user/IT team accordingly for a resolution.
- Perform **user management** (security, access control).
- Perform **Problem Management** including preliminary investigations and following up with 3rd level support team and application owners to provide solution or workaround.
- Perform **Internal Control Monitoring** like checks on applications and systems and monitoring operational tasks.
- Prepare **test cases and perform test for systems and applications** as part of quality assurance and project support include bugfixes and Change Requests.
- Prepare **reports for key business user community**.
- Provide application documentation support including training materials.
- **Train and provide demonstration to users** on application usage.

Profile

You are best equipped for this task if you have:

- A **Bachelor's Degree in Computer Science/Information Technology**. Preferably with **1-3 years of relevant experience in end user support**.
- Basic requirements **gathering and application consulting skills**.
- Good knowledge in **MS Sharepoint, Nintex Form, Workflow and Web application**.
- **Strong knowledge in End-User Support and basic project support experiences**.
- Strong analytical and problem solving skills.
- **Good communication skills** for working with users, team members and application owners.
- Experienced in **application testing** (e.g. bug fixes, enhancements).
- **Basic user training and documentation skills**.

At a glance

Location:

Job ID: **72696**

Start date: **Jul 01, 2022**

Entry level: **1-3 years**

Type: **Full time**

Contract: **Temporary**

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