



## Engineer Information Technology - Basis Operation Support

### Job description

Provide 2nd and 3rd level SAP Basis support and system maintenance (system health checks, daily monitoring of system performance & tuning, system installation, upgrade, patching system health checks, etc)

In your new role you will:

- **Be responsible in Incident and change request handling** (security & authorization, job administration, connection problem, troubleshooting function module incident, etc).
- **Perform problem management** (root-cause analysis of problems, reports to superior on service impacting issues and actively participates in follow-up actions to restore service back to normal levels).
- **Ensure high system availability and performance.**
- Perform **continuous system optimization, monitoring and problem analysis /resolution.**
- **Work in shift (Morning, 8:00am – 5:15pm; Afternoon, 3:00pm - 12:15am) and standby support during out of office hours** including weekends and public holiday.

### Profile

You are best equipped for this task if you have:

- Sound knowledge in **operating system and database technologies (LINUX RedHat and Oracle, Windows Server and Microsoft SQL Server).**
- Strong at analytical/troubleshooting and problem-solving skills.
- Ability to **handle multiple high priority items simultaneously.**
- Good communications skills and a proactive team player.
- Ability to **promote transfer of knowledge and awareness** to those in closely related areas, such as colleagues, and clients/users.
- Adheres to all policies and documented procedures when resolving issues, where possible highlights improvement to the procedures.
- Ability to **create support documentation and written procedures** for routine and non-routine tasks.

### Benefits

### At a glance

Location: **Melaka (Malaysia)**  
Job ID: **74458**  
Start date: **as soon as possible**  
Entry level: **0-1 year**  
Type: **Full time**  
Contract: **Permanent**

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Job ID: **74458**  
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- **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.

