



Engineer Information Technology - EndUser Support Engineer (Mandarin)

Job description

Responsible to categorize, prioritize and resolve incidents and problems raised by Infineon users worldwide.

In your new role you will:

- Actively **monitor incoming contacts via 3 end-user channels**: Calls, web tickets and chats.
- **Provide information and status updates** of incidents to our end-users.
- Responsible for the **content and releasing of IT Information news**.
- Accountable for all content used in **support tooling** e.g: knowledge database, self service portal etc.
- Participate and drive **continuous improvement initiatives and collaborations** with 2nd level IT.
- Perform any **additional tasks, topics, project** as and when advised by Service Desk management.

Profile

You are best equipped for this task if you have:

- Good proficiency in **English and Bahasa Melayu is compulsory**.
- Proficiency in **Mandarin will be compulsory if required. German language is an added advantage**.
- Strong communication and interpersonal skills.
- Required to **run shift**; which includes public & national holidays and weekends.
- Able to work independently with minimal supervision, willing to learn and work hard.
- Team player and customer focused.
- **Experience in IT Service Desk, IT Helpdesk or IT Service Management** is an added advantage.
- **Fresh graduates are welcome to apply!**

Why Us

Part of your life. Part of tomorrow.

At a glance

Location: **(Malaysia)**
Job ID: **75233**
Start date: **as soon as possible**
Entry level: **0-1 year**
Type: **Full time**
Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search:

Job ID: **75233**
www.infineon.com/jobs



Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

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.

