



Senior Engineer IT Operational Services

Job description

In your new role you will:

- Responsible for overall day-to-day network management and operational support for network and passive cabling infrastructure, including managing critical issues to resolution and adjusting to priority requests to support the Business requirement.
- Provide 3rd tier response, analysis and resolution planning for dated issues and seek appropriate solution for issues.
- Establish stable and maintainable IT network infrastructure through the implementation of industry best practices and exploration of new technologies, so as to achieve efficient system management. New technology evaluation for infrastructure improvement and hardware refreshment.

Profile

You are best equipped for this task if you have:

- Minimum a Bachelor's Degree in Information Technology/Computer Studies or any related field.
- Minimum 5-8 years of related experience
- Possess hands-on experience in system installation, configuration and maintenance of Cisco internetworking-related products like Routers and Switches
- Strong knowledge of TCP/IP networking, LAN, WAN, WLAN implementation and management.
- Good understanding on internetworking technologies likes VLAN, STP, and Routing Protocol like IGRP, EIGRP, and OSPF.
- Must possess CCNA certification.
- Good understanding of ITIL concepts.
- Self-starters, able to work independently, display initiative and keen to take responsibility.
- Adaptable and flexible to changing environment and needs.
- Able to work under pressure and manage conflicting priorities and deadlines.
- Able to communicate and set the right solution expectation to customer. Strong in interpersonal and communication skills.

At a glance

Location: **Kulim**
Job ID: **319000**
Start date: **immediately**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

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