Engineer Information Technology - Basis Operation Support

Job description

In your new role you will:

- **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)
- **Involve in administration of Automic** – ONEAutomation (system monitoring, job administration, client configuration, etc.)
- **Handle incident ticket** (security & authorization, connection problem, troubleshooting functional topics, 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.)
- **Ensuring high system availability** and **performance**
- Continuous **system optimization, monitoring** and **problem analysis / resolution.**
- **Provide support for project work within local or global**
- **Able to work in shift** (Morning, 8:00am – 5:15pm; Afternoon, 1:00pm-10:15pm; Afternoon, 3:00pm - 12:15am) and **standby on out of office hours** including weekends and public holiday.

Profile

You are best equipped for this task if you have:

- Bachelor Degree of Information Technology / Computer Science or any equivalent course
- **Minimum 2 years** of related working experience
- Fresh graduate with good academic result is encouraged to apply
- **Sound knowledge in operating system** and **database technologies** (SUN Solaris, LINUX RedHat and Oracle, Windows Server and Microsoft SQL Server)
- **Strong at analytical trouble shooting** and **problem-solving skills**, with the **ability to prioritize and handle multiple tasks**
- **Ability to handle multiple high priority items simultaneously**
- Good communications skills and a proactive team player
- **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

At a glance

Location:	**Melaka**
Job ID:	**50350**
Start date:	**immediately**
Entry level:	**0-1 year**
Type:	**Full time**
Contract:	**Permanent**

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