

## **I.T Executive**

### **JOB DESCRIPTION**

- Perform Daily Operational Support of IT Systems in Organization.
- Able to be Teamed up with Colleagues to perform IT System Support Functions.
- Participate Actively in process Documentations as well as Policies and Procedures Enforcements.
- Manage Vendors & Ensure Deliverables are Fulfilled.
- Provide 1st and 2nd Level Advisory Service & Technical Support
- Studies, Analyze, Designs, Develops and Deploys Internet Based Applications or Business System.
- Maintaining best practices for an organization's IT systems
- Implement & manage IT related projects
- Monitor, analyze and solve IT-related issues which include following-up on problem cases to ensure timely resolution
- Determine case-priority before escalation to third level support
- Generate and compile resolution reports on a daily basis
- Participate actively in documentation process: incident report, capacity planning, policies and procedures
- Developing and maintaining policies and procedures,
- Create, maintain and document new implementations as well as to update knowledge base
- Manage vendors and ensure deliverables in maintenance agreement are fulfilled
- To perform any Assignment Instructed by the Head of Department as and when it is required.

### **JOB REQUIREMENT**

- Candidate must possess **Diploma or Bachelor's Degree in Computer Science, Information Technology, Computer Engineering, Software Engineering** or equivalent.
- At least **3 to 5 years working experience** in the related field.
- Preferably Senior executives specializing in **IT Support/Computer - Network/System/Database Administration.**
- Familiar with networking, firewall and server administration.
- Self-motivated and able to work independently.
- Applicants must be willing to work in **SELAYANG**
- **Full-Time position(s) available.**