



# ÆON CREDIT SERVICE

## **Executive, Desktop Support**

### **Responsibilities:**

- Provide support and improve network and system infrastructure, servers hardware, software and security for AEON organization.
- Provide hardware (PC/Notebook/Server) and software (OS and applications) installation, configuration, patches update, relocation and troubleshooting.
- Responsibilities for resolution of network outages, incident management, customer consulting, vendor management, operational delivery and solution design.
- Maintain server and network infrastructure.
- Monitor server security, system resources (such as CPU, RAM, disk space) and performance using monitoring tools.
- Perform and verify system/data backup and recovery.
- Support or train users on IS/IT tools.
- Assist in documenting & maintain system procedures and guidelines.
- Attend and solve user problem (IR, HSR and etc).
- Involved in department project.
- Liaise with vendor on any hardware and software troubleshooting and problem solving.
- Ensure all systems in healthy condition.
- Second level support for all systems.

### **Requirements:**

- Bachelor's Degree/Advanced Diploma/Diploma in Computer Science/Information Technology or equivalent.
- Preferable at 1-2 years of working experience in the related field is required for this position
- Good knowledge in Microsoft Windows architecture & environment-client/server.
- Familiar with CISCO router, switches & firewall configuration.
- Good knowledge in TCP/IP application, system integration & security such as DHCP, DNS, SMTP, Firewall and FTP.
- Passion for monitoring
- Excellent interpersonal skills and a good team player.
- Fresh graduate is encourage to apply.
- Willing to work in Subang Jaya.