

KRIDENTIA GROUP OF COMPANIES

Job Title:	SYSTEM OPERATOR
Department:	POST SALES DIVISION
Company:	KRIDENTIA INTEGRATED SERVICES
Reporting Superior:	DAIRWAN NORDIN
Location:	JPN, PUTRAJAYA
Job Summary (Purpose of Job)	Configuration, support and solved problem via remote at branch (IP Camera and Biometric)
JOB DESCRIPTION	
	<ol style="list-style-type: none"> 1. Perform daily system monitoring, troubleshoot and verifying the integrity and availability of all hardware, systems, and key processes. 2. Providing friendly, well-mannered, and high-quality support to users. 3. Evaluating problems, offering solutions to issues, and providing support to both local and remote clients. 4. Providing network and infrastructure assistance when needed. 5. Any ad hoc from time to time 6. Assist FE/CE solve the problem 7. Resolved log problem within the SLA period 8. Checking report JPN branch every month
	<ol style="list-style-type: none"> 1. Diploma or Bachelor's Degree in Computer related field. 2. Technical proficiency in numerous platforms, network protocols and administration tools. 3. Excellent problem-solving skills with good interpersonal skills. 4. Ability to work in high-pressure situations.
Additional Requirements	

The above Job Description and Scope of Duties are the essentials for the position and not exclusive. The Management reserves the right to amend, alter, modify, add or delete the scope as and when deemed fit, to suit the business operations of the Company.

Position holder is required to perform and execute any given duties from time to time. Any grievances and/or ambiguity shall be referred to Chief Executive Officer for final deliberation.

Verified by:

Accepted by:



(DAIRWAN BIN NORDIN)



(IKHWAN ALIF BIN HANEP)