

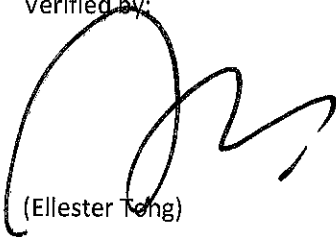
KRIDENTIA GROUP OF COMPANIES

Job Title:	Service Desk Support (NOC)
Department:	Post Sales Division
Company:	Kridentia Integrated Services (M) Sdn Bhd
Job Grade:	
Job Category:	
Reporting Superior:	Nurulashiken Bt Hamzah
Location:	Cyberjaya HQ
Job Summary (Purpose of Job)	To support daily operations of client core network, monitor and manage trouble tickets, provides remote support to client, liaise with vendors and client to resolve network issues.
JOB DESCRIPTION	
Key Responsibility	<ul style="list-style-type: none"> • Provide proactive monitoring and support our client and other services to meet Service Level Agreements (SLA's) • Perform troubleshooting on issues / incidents reported with the client as the first escalation point of contact. • Respond to requests for assistance received via email or phone from clients, or vendors. • Respond to auto-generated alerts and create tickets. • Response to reactive incident requests by phone, create incident logs and escalate to 2nd level for remote diagnosis if required. • Timely update client or vendor on event status of service loss and service restored. • Perform analysis of incident or events, and properly route to responsible group or party. • Create, assign, track, and escalate tickets. • Liaise with the telecommunication provider on line related matters • Support access control procedures for client or business partner as needed. • Observe monitoring systems and respond to localized alerting for off-normal events. • Monitor various Infrastructure, Data Center and Facility equipment. • Ensure efficient and effective flow of information between shifts during shift handovers.
Additional Requirements	<ul style="list-style-type: none"> • Good communication skills (both oral & written). • Good abstract thinking and problem-solving skills, able to work and communicate with all levels. • Mature and positive attitude, strong sense of quality and responsibility, able to work well in a fast-paced, multi-cultured dynamic environment. • Fast learner and multi-tasking oriented.

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:



(Ellester Tong)

Accepted by:



(Nurul Aisyah Binti Abdullah)