

**KRIDENTIA GROUP OF COMPANIES**

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| Job Title:                      | <b>FIELD ENGINEER</b>   |
| Department:                     | <b>POST SALES</b>   |
| Company:                        | <b>KRIDENTIA INTEGRATED SERVICES SDN. BHD.</b>  |
| Job Grade:                      |   |
| Job Category:                   |   |
| Reporting Superior:             | <b>NURULASHIKEN BINTI HAMZAH (SYARA)</b>  |
| Location:                       | <b>HQ CYBERJAYA</b>   |
| Job Summary<br>(Purpose of Job) | Installing and configuring computer hardware, software, systems, networks, printers, and scanners. Monitoring and maintaining computer systems and networks. Responding in a timely manner to service issues and requests. Providing technical support across the company (this may be in person or over the phone)   |
| <b>JOB DESCRIPTION</b>          |   |
|                                 | <ul style="list-style-type: none"> <li>• Provides second-line investigation and diagnosis</li> <li>• Installing and configuring computer hardware, software, systems, networks, printers, and scanners</li> <li>• Resolves and closes incidents/service requests as per helpdesk &amp; Project Coordinator procedures &amp; allocated timelines</li> <li>• Ensures tickets are updated at all times until issues are resolved</li> <li>• Monitoring and maintaining computer systems and networks</li> <li>• Responding in a timely manner to service issues and requests</li> <li>• Providing technical support across the company (this may be in person or over the phone)</li> <li>• Setting up accounts for new users</li> <li>• Repairing and replacing equipment as necessary</li> <li>• Testing new technology</li> <li>• Possibly training junior staff</li> </ul> |
| Additional Requirements         | <ul style="list-style-type: none"> <li>- Willingness to work flexible hours when needed</li> <li>- Initiative</li> <li>- Ability to write technical support documentation a plus</li> <li>- Excellent customer interface skills</li> </ul>  |

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|  | <ul style="list-style-type: none"><li>- Good interpersonal communication skills</li><li>- Understanding of customer satisfaction principles and practices</li><li>- Team player</li><li>- Ability to work under pressure</li><li>- Good organizational and time management skills</li><li>- Good analytical and problem solving skills</li></ul> |
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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:



(David Lau Ngea Soon)