Job Description – Field Support Engineer

General Description

• Provide 2nd level end-user support cascaded by IT Service Desk (ITSD).

• Trouble shooting PC hardware, notebook, printer/print server, MS Windows OS, Internet browser, Standard Microsoft

Software, Outlook Client and other in-house application problems.

• Assist to source for IT related equipment quotations from appointed vendors.

• Perform tasks as and when assigned by superior.

Specific Accountability

• Main escalation points for incidents/requests.

• Work with the various business stake holders on IT infra service improvements.

• Take on IT infra projects to size up cost, co-ordinate the purchasing and implementations - example new warehouse IT

setup / upgrades / migrations / decommissioning etc

• Review and address the vulnerabilities detected from IT security team.

• Involved in IT audit and IT Asset management.

Skills Required

• Excellent communication and inter-personal skills

• Customer oriented and positive working attitude

• Meticulous, analytical and able to communicate effectively

• Effective team players and able to work under pressure

• Able to work independently with minimum supervision

• Possess at least 3 years background of technical knowledge on general network, systems and desktop

troubleshooting.

• Have ITIL Foundation with key understanding on Service Management and Service Operations.

Experience and Qualification

• Diploma/Degree graduates in Computer Science/Electronics/IT or equivalent

• Experience in related IT field support engineering role for 3-5 years