

SYSTEM ENGINEER

Overview of the Job Description:

- As a System Engineer you will be part of a team under general supervision, in a 24/7 working shift providing internal and external support.
- Internally you will work closely with the IT Development and Sales Team.
- Externally you will provide technical assistance to clients providing necessary online, telephone, email and Skype support.
- This is a challenging role that will demand someone with a solid background in a range of modern software hands on, communication with clients experience and adaptability in working different shift.
- With a proven record in problem decomposition and implementation, we would, of course, expect your written and verbal communication in English to be outstanding.
- Make customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.

Responsibilities:

- Ensure the network and system platform is operating in optimal performance and maintained according to standard operating procedure outlined.
- Perform system maintenance, health check, backup and other monitoring and testing as required.
- Interact closely with customer to increase customer satisfaction and ensure the customer SLA is met at all times.
- Assist in project and software implementation and testing.
- Produce periodic reports as required.

Requirements:

- Candidate must possess at least a Diploma, Advanced/Higher/Graduate Diploma, Computer Science/Information Technology, Engineering (Computer/Telecommunication) or equivalent.
- Required skill(s): Familiar with Linux & Windows OS, MS SQL, MySQL, MS Excel.
- Willing to work on shift, weekends and standby as required.
- Possess good communication skill, both spoken and written.
- To succeed in this role, you would be associated with the following traits: Good team player, possesses great problem solving skill and multitasking capabilities.
- Working experience in the Telecommunication industry would be advantageous.
- Fresh graduates are encouraged to apply.

To apply, please submit your resume (in MS Word/PDF format) to hr@fire-mobile.com, quoting the job title on the email subject.

We regret that only shortlisted candidates will be notified.