

Technical Support

Job Summary:

- Responsible to attend to second (2nd) level customer troubleshooting and identify the cause of the complaints.
- Responsible to assign contractors to trouble problems at site or customer premises and monitor contractor performance.

Job Responsibilities:

- Provide first (1st) and second (2nd) level technical support using documented procedures and available tools.
- Respond to every technical escalation/ticket.
- Identify and provide input on unique/recurring customer problems so that handling can be improved, or even better, the issue eliminated entirely.
- Establish a good rapport and relationship with Customers for continuity of support.
- Manage and ensure complaints/issues raised by Customers are attended to/channel to internal Company's stakeholders and resolved according to the SLA.
- Contacting the client to find out the nature of the issue.
- Travelling to client premise for troubleshooting and inspection.
- Diagnosing and troubleshooting hardware and networking.
- Maintaining good client relations.
- Assist immediate superior on process analysis or data analysis as and when required.
- Performs other related duties and assigned.

Job Requirements:

- Candidate must possess at least a Diploma / Bachelor's Degree in any discipline preferably with some telecommunication background.
- At least 3 year(s) of working experience in customer service / technical support in telecommunication industries.
- Ability to troubleshooting remotely and physically.
- Possess strong interpersonal and communication skills.
- Good planning and organizational skills.
- Good technical and problem-solving abilities.
- Proficient in verbal and written communication in English and Bahasa Malaysia.
- You are required to work 6 days a week, Monday to Saturday from 9:30am to 5:30pm.
- Applicants must be willing to work in Cyberjaya, Selangor.
- Able to start work immediately would be an added advantage.