



## **JOB DESCRIPTION**

**Job Function:** Professional Services (Post Sales Engineering)

**Job Title:** Technician

### **Roles & Responsibilities:**

- To support day to day operation for level 1 support cases
- To attend onsite within 2 hours for 3 product line
- To ensure all support case (vendor or passport MA) is within the SLA
- To perform preventive maintenance on the equipment (See product matrix)
- To support level 2 engineers for diagnostic test, basic configuration, troubleshooting, rack & stack, burn-in test and firmware upgrade. (See product matrix)
- To maintain the maintenance store
- To attend to run rate professional services

### **Requirements:**

- ITE or Diploma in IT/Network related field
- Good interpersonal skill
- Able to multitask and work in fast-paced environment
- Fresh graduates are welcome to apply
- Willing to work after office hours, weekends and public holiday. (Time off will be given)

*\* Please note: This Job Description is subjected to change by the Management or Reporting Manager as deem fit.*