

Officer, IT Help Desk & System Support

Key Responsibilities:

- Maintain, monitor, engage and organize the centralized-management of IT fixed asset, inventory, agreements and paper work under the department.
- Ensure all tickets /issues are timely track, monitor and log into IT Service Management Tool.
- Monitor and escalate the outstanding tickets from incident resolvers (n-level) to the management for necessary actions and direction.
- Assist to provide the first level support being raised by end-user and do escalation to the n-level for action taken in order to meet the service level agreement (SLA) and turn-around time (TAT).
- Monitor, track and follow up the outstanding tickets/issues from respective parties to ensure those tickets are timely resolved with appropriate solutions.
- Assist line manager /management on the service performance report (weekly or monthly report).
- Lead and oversight all paper works under technology department as facilitator /coordinator such as IT vendor's agreements and related to IT administration works.
- Perform other tasks assigned by management.

Knowledge Skills and Experience:

- Bachelor degree in associated skillset (e.g. IT, business administration, project management, service management and so on).
- At least 3 – 5 years of working experience in the related field.
- Technical knowledge skills, theory, document management would be preferred.
- Strong interest in system support and troubleshooting skills.
- Highly result oriented and can work independently and long hours when needed.
- Ability to build relationships and interact effectively with internal and external parties.
- Good analytical, technical, written and communication in English.

How to apply:

Please submit your application via email: careers.kh@cimb.com

Or call us at 081 240 333