IT Engineer, ATB Sdn. Bhd.
Tanjung Bin, Johor

Position Summary

We are seeking a suitably qualified IT Engineer to join our team and provide exceptional infrastructure support to our refinery users. In this fast-paced role, the candidate will be responsible for managing and troubleshooting IT related issues, serving as the primary point of contact for support inquiries through various communication channels, and providing remote support as necessary. The ideal candidate should have experience working in a refinery or similar industrial setting and possess a strong understanding of IT infrastructure support.

Responsibilities:

- Troubleshoot and resolve infrastructure issues related to hardware, network, Windows operating system, and refinery-related applications.
- Provide training and support to end users.
- Install new IT hardware and upgrade back-office systems.
- Assist with network patching and ensure all issues are logged and resolved in a timely manner, escalating as necessary.
- Work with various support teams and third-party vendors to meet the needs of business and users.
- Coordinate with vendors for hardware acquisitions and services, request quotations, and ensure deliverables are met.
- Onboard new users and train them on access permissions and hardware setup.
- Plan, coordinate and physically assist with desk movements, computer hardware setup, network points, and mobile phone setup, working with vendors to minimize disruption.
- Manage and lead projects and ensure deadlines are met.
- Coordinate smartphone purchases and replacements and troubleshoot issues in the refinery environment.
- Assist in setting up meeting presentations and video conferencing calls.
- Ensure business continuity and disaster recovery readiness and participate in testing situations.
- Prepare and communicate system outages and maintenance notices and document technical support processes and user guides.
- Comply with internal compliance, security, IT and IT policies.

Qualifications and Experience

- Minimum Diploma in Information Technology or related field of study
- At least 1 – 3 years of hands-on experience in providing exceptional desktop support
- Experienced with Cloud environment, 365 and Azure
- Experienced with on-prem ESX and Windows 2019
- Prior working experience in the refinery/ oil services industry and familiarity with call-logging systems such as Jira will be advantageous
- New graduates with strong credentials and with a passion to learn on the job are welcome to apply

Personal Characteristics

- Possess strong time management skills in an end user-facing environment
- Possess strong interpersonal and communication skills
- Able to work independently and collaborate as a team-player
- Able to effectively handle business and IT management at all levels with a proven track record of working well under pressure and responding effectively to urgent end users' needs