

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

Position Summary

We are seeking for a Senior 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.

Daily Responsibilities:

- Experience with cloud environment, 365, Azure.
- Experience with on-prem ESX, Windows 2019.
- 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 videoconferencing 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

As an IT Engineer, we are seeking a highly qualified individual with 3-5 years of hands-on experience in providing exceptional desktop support. The candidate will be responsible for delivering technical infrastructure support to refinery users in a fast-paced environment. The ideal candidate should possess strong time management, customer-facing, interpersonal, and communication skills. Additionally, the candidate should have the ability to effectively handle business and IT management at all levels and have a proven track record of working well under pressure and responding effectively to urgent customer needs. Familiarity with call-logging systems such as Jira will be appreciated. Bonus points will be given for previous experience in the refinery/oil services industry.

As an IT Engineer on our dynamic team, you will be the front-line point of contact. You will use your hands-on experience and time management, interpersonal, and communication skills to ensure timely resolution of customer inquiries. With your ability to deal with business and IT management of all levels, you will excel in a fast-paced, high-pressure environment.

You will leverage your experience with call-logging systems like Jira and your expertise in Intune, Azure AD to ensure efficient and effective support. Prior experience in the refinery or oil services industry is a bonus. Join our team and elevate your career in the exciting world of refinery technology at ATB.