

CAREER WITH SC

CALL CENTRE EXECUTIVE

Selayang (1)

REQUIREMENT

- Must possess a minimum Diploma in Computer Science, Information Technology or equivalent.
- Minimum 2 to 3 years working experience in Call Centre / Help Desk environment.
- Fluent in English and Bahasa Malaysia (Both in writing and speaking)
- Familiar with MS Office, MS Outlook, Windows XP, Windows 7 operating system, OpenVMS, Exchange 2003, Sun Solaris and Windows Client operating system would be an added advantage.
- Functional knowledge of Hospital Information System modules would be an added advantage.
- Good Interpersonal skills, discipline, right attitude, active team members with high team spirit, aggressive, hardworking, high sense of responsibility, open-minded, ethical, analytical mind, proactive and passion for achievement.
- Be able to work confidently, assertive, independently and under pressure.
- Open to new proven of learning, willing to explore and learn together in a team
- Willing to work in shift

RESPONSIBILITIES

- To receive and log all issues reported from end user with regards to Hospital Information System in the helpdesk system.
- To provide the first line support for the Hospital Information System i.e. Clinical and Non-Clinical application and basic operating procedure.
- To support MS-Office applications, which include Word, Excel, Power Point and Outlook.
- To escalate unresolved issues at the helpdesk level to the second level support team.
- To advice end users on work processes improvement through innovative use of office applications.
- To keep track of status of all cases reported
- To produce report to the management on problems reported, solved and pending
- To work with the technical staff to produce preventive action plan to cut down calls

**Interested candidate, please submit your application ONLINE via SC CAREER ONLY.
Only shortlisted candidate will be notified.**