

# CAREER WITH SC

## SYSTEM SUPPORT ENGINEER

*Selayang (1), Serdang (1)*

### REQUIREMENT

- Must possess a Degree or Bachelor in Computer Science, Information Technology or equivalent
- At least with 2 years of working experience.
- Fluent in English and Bahasa Malaysia (Both in writing and speaking)
- MCSE or MCP certification or any IT professional certification would be an added advantage
- Experience in system integration, system administration, configuration and management of Windows platform.
- Familiar with Windows Server operating system, OpenVMS, Exchange 2003, Sun
- Solaris and Windows Client operating system would be an added advantage
- Good understanding of TCP/IP and network security
- Sounds understanding of LAN / WAN technologies
- Good Knowledge in real time experience in OS tightening, Active Directory, RAID, WINS, DNS, Clustering.
- 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 support / standby after office hours.
- Willing to accept bigger responsibilities and challenge
- Open to new proven of learning, willing to explore and learn together in a team
- This role requires you to travel to our branches nationwide from time to time and may include temporary relocation when required.

### RESPONSIBILITIES

- Responsible to maintain, troubleshoot and enhance operating system software and system support
- To assist in defining system maintenance and other technical operations policies/procedures.
- To maintain current revision level, test and certify new revisions of operating system and layered product software
- To configure and manage peripheral devices (disk drive, disk space, etc.)
- To implement system startup procedure modification to ensure that software environments are functioning and available upon startup.
- To verify and modify backup procedures as necessary to ensure appropriate data recovery capabilities exist.
- To analyze and determine when hardware device errors have reached a critical threshold and initiates the service call for repair/replacement of malfunctioning equipment.
- To implement operating system security standards
- To evaluate, develop, and provide performance and hardware error monitoring tools.
- To investigate user response time complaints.
- To identify and implement performance tuning modifications to improve user response time.
- To provide assistance to different units.
- To update all Project Team members on any operations changes and the resulting impact.
- To write all procedures necessary for operations.
- As a Server Administrator such as user account management, server resources allocation (i.e. printers, file space)
- To ensure security and communication between the operating systems (i.e. VMS, NT and Unix) and Network Protocols (i.e. TCP/IP, Netbeui, DLC)
- To work together with network engineers in network planning, performance tuning, network and system management procedures and documentation.

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