

Associate, Application Support

Responsibilities:

- Provide system application support to clients, perform troubleshooting functions and resolve customer complaints.
- Perform daily administration of IT operations and documentation for all systems, i.e user manual, guides, system specifications and design, ICT policies and procedures.
- Consistently perform database backup, restoration, repair, analysis and preparation of necessary reports.
- Manage any application issues that arise and resolve the issues in timely manner based on severity.
- Conduct security awareness and ERM training for internal stakeholders.
- Review effectiveness of application support to achieve high quality solution and minimum resolution time.
- Monitor application, server and network health to ensure no abnormalities with the system.

Requirements:

- Bachelor of Computer Science, Information Systems or equivalent.
- Possess minimum 2 years of relevant working experience in similar industry.
- Strong in application analysis, troubleshooting skill and sense of urgency.
- Creative problem-solving skills
- Good interpersonal skills especially in dealing with stakeholders
- Good communications skills – written and spoken.
- Initiative, results driven and able to work independently.
- Team player with ability to multi-task.
- Able to work under pressure to meet tight deadlines.