

Position: Resident Engineer – Application Support / Backend Developer

Job Type: 12-month contract

Job Description:

1. Provide 1st level support for the healthcare system by responding to user queries, logging incidents, and resolving common technical issues.
2. Escalate unresolved or complex issues to the 2nd level support team, ensuring accurate documentation and smooth handover.
3. Assist end users, including hospital staff, with system usage, basic troubleshooting, and navigation support.
4. Monitor system performance and incident queues, ensuring timely response and resolution within agreed SLAs.
5. Use available tools such as system logs, diagnostic steps, and knowledge base articles to resolve routine issues.
6. Maintain and update support documentation, user guides, and FAQs to assist end users.
7. Provide guidance and training to users on frequently encountered issues and standard procedures.
8. Collaborate with hospital IT teams to ensure system access and functionality meet operational needs.
9. Participate in basic system maintenance activities under the supervision of the 2nd level or central IT team.
10. Record all support activities in the ticketing system with detailed and clear information for tracking and follow-up.

Requirements:

1. This vacancy is open to Malaysian only.
2. Must be able to work in Kuantan, Pahang.
3. Candidate must possess at least a Diploma / Bachelor's Degree in IT/Computer Science/Information System or equivalent.
4. 1 or 2 years of relevant working experience in application support is an added advantage.
5. Experience in providing technical support in a healthcare or public sector IT environment is highly preferred.
6. Good troubleshooting skills with the ability to diagnose complex system and application issues.
7. Able to work collaboratively and independently on assigned duties.

Benefits:

1. Cell phone reimbursement
2. Opportunities for promotion
3. Professional development