Job Title: IT Technical Support Engineer

Location: Kuala Lumpur

Company: AvePoint

Junior Level: Fresh graduates / 1-3 years of experience

Senior Level: Minimum 3 years of relevant experience

Overview

We are assisting our client, **AvePoint**, with hiring for an exciting opportunity. AvePoint is seeking bright and friendly individuals with excellent communication skills, a willingness to learn and apply new technology and a track record for providing great customer service. You will have opportunities to work in a variety of challenging IT environments to quickly build up your IT and communication skills.

What will you be doing?

As a technical support Engineer, you provide Level 1 and Level 2 Support to existing clients, serve as a primary contact to identify, troubleshoot and to provide resolutions to the reported issues. Your job is to work closely with R&D Team by conducting preliminary investigations i.e., replicating the reported issues raised and communicate to the support software engineers and Quality assurance engineers of your findings to facilitate in bug fixing.

Your responsibilities will include:

- Being a representative for project-specific customer technical inquiries and issues that you will take ownership and bring resolution.

- Ensure customer satisfaction in Project Support and Maintenance

- Collect information and perform deep-dive analysis, diagnosis, and troubleshooting

- Commit to SLA for response and resolution, troubleshoot and perform root cause analysis of technical issues

- Manages the status of issues raised and ensure they are resolved effectively in a timely manner.

- Continually evaluate existing processes to streamline and enhance customer support activities.

- Manage and keep tracks of change requests, bug fixes status and system updates deployments documentations.

- Prepare weekly statistic reports and able to present professionally in the weekly progress meetings with clients.
- Prepare and keep track of user manuals documentation and versions as well as release notes for upcoming enhancement releases.
- Conduct training / hand-holding sessions with users and to guide them to troubleshoot the system to resolve software issues or problems
- Generate reports and write documentation, e.g. maintenance guide, monthly case report

OK, I'm interested... is this the job for me?

AvePoint is looking for people who value agility, passion, and teamwork; those who can bring fresh ideas to the table and want the opportunity to learn, grow, and expand their careers. Bring your aptitude and build upon what you do best for our customers, partners, team, and you.

Other qualities you will need to be a fit for this role include:

- Min Diploma in Information Technology/Computer Science/ Computer Engineering
- Preferably > 1 year experience in IT Industry managing large-scale applications support
- Strong technical development background and experience with a full project lifecycle.
- Proactive, customer-focused, and comfortable dealing with clients/vendors directly.
- Excellent communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Highly energetic, motivated team player, able to work under tight timelines and pressure to participate in the digital transformation journey
- Good interpersonal skills, resourceful, take ownership
- Organized, meticulous, and able to work independently
- Strong analytical and troubleshooting skills
- Delivered B2B services effectively and efficiently, aware of service management preferred.
- Preference is given to vendor–based software delivery experiences.
- Experience in Software Development and Microsoft SQL Server will be an advantage
- Able to converse with Mandarin-speaking clients.

Interested candidates, please send your CV to hr@vandengroup.com

Apply today and become part of a team that values innovation, collaboration, and growth!