

Position: Resident Engineer – 1st Level Support

Job Type: 12-month contract

Job Description:

1. Install, assemble, configure, and maintain PCs, laptops, printers, and network devices.
2. Diagnose and repair hardware faults in computers, laptops, printers, and basic network equipment.
3. Perform preventive maintenance and routine servicing for hardware and network systems.
4. Install, configure, and update operating systems, system software, drivers, firmware, and network settings.
5. Replace, upgrade, and troubleshoot hardware components (RAM, HDD, SSD, motherboard, NIC, etc.).
6. Troubleshoot network connectivity issues (LAN/WAN/Wi-Fi), including cabling, switches, routers, and peripherals.
7. Assist in basic network configuration, monitoring, and performance optimization.
8. Maintain inventory of hardware, networking equipment, spare parts, and tools.
9. Ensure proper data backup and recovery procedures before hardware or network servicing.
10. Provide technical support and user assistance for hardware and network-related issues.
11. Coordinate with vendors and service providers for spare parts, warranty claims, and network-related support.
12. Document technical issues, resolutions, and network configurations.

Requirements:

1. This vacancy is open to Malaysian only.
2. Must be able to work in Kuala Lumpur, Wilayah Persekutuan.
3. Candidate must possess at least a Diploma in IT/Computer Science/Information System/Networking or equivalent.
4. Knowledge or hands-on experience in networking (TCP/IP, LAN/WAN, Wi-Fi, switches, routers).
5. 1 or 2 years of relevant working experience in application support is an added advantage.
6. Basic understanding of network security, firewall concepts, and troubleshooting tools is preferred.
7. Able to work collaboratively as well as independently on assigned duties.
8. Able to multitask and prioritize assignments effectively.
9. Strong problem-solving skills with the ability to think creatively.

Benefits:

1. Flexible schedule
2. Meal allowance
3. Opportunities for promotion
4. Professional development