

Sicap / Service Desk Engineer

International Telecommunications – State-Of-The-Art Technology - Committed Team

Sicap AG is a subsidiary of Swisscom AG with around 180 employees with offices in Switzerland, France, Romania, Russia, Singapore, Malaysia and South Africa. Together with our partners we have been developing, marketing and servicing solutions for mobile telephony since 1995. Our charging, messaging and over-the-air solutions enable our international customers to uniquely position themselves and successfully compete in their respective markets with outstanding value-added services and customer-oriented offers.

We are seeking for Kuala Lumpur office a

Service Desk Engineer (100%)

Your job

- Solve soft- and hardware problems on a general level
- Install software upgrades and patches
- Solve SW / HW configuration / administration problems
- Handle the hotline for dedicated customers
- Manage the trouble tickets (TT) of the dedicated customers, communicate progress, forward TT to product support and account manager if necessary
- Proactive system management with dedicated customer
- Housekeeping and system monitoring
- Point of contact for developer for problems
- Test of the patches and installations
- Configurations Management
- Continuity Management
- Availability Management

Your profile

- A Degree/Diploma in Engineering, IT or Telecommunication
- Understanding of the mobile communication and IT (GSM, UNIX System, DB, Network, Internet, HW)
- Customer oriented, self motivated, target oriented, communicative
- Readiness to work odd hours
- Very good English skills (verbal and written)
- Professionalism, team player, reliability, openness, flexibility

We offer you a position with good prospects, progressive terms of employment and good social benefits. An attractive working environment in a dynamic international firm means that this uncommonly challenging position will be supplemented by occasional foreign travel.

If you would like to make a significant contribution as part of our company and to help shape the future together with us, we look forward to receiving your complete CV and references.

Sicap Malaysia, Kristine Cheong, Human Resources, B-17-3 North Point Office Suite, No 1 Medan Syed Putra Utara, Mid Valley City, 59200 Kuala Lumpur, Malaysia
kristine.cheong@sicap.com.sg, Tel. +603 – 2284 6322 , www.sicap.com

