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| Position: | Technical Support Specialist (Junior/Senior Executive) |
| Salary: | Salary up to MYR4,500 |

Working location:

D-Link Malaysia Sdn Bhd

Strata Office SO-20-08, Menara 1,

KL Eco City,

Jalan Bangsar, Kg. Hj. Abdullah Hukum,

59200 Kuala Lumpur

Roles & Responsibilities:

1. To Handle Technical or infrastructure duties
2. To assists customer inquiries and provide technical solutions
3. To act as main liaison between the professional services division and sales team
4. To analyzing/ troubleshooting to resolves hardware and networking issue
5. Communicate with staff/clients through a series of channel, either face to face or telephone to set up systems or resolve issues.
6. To troubleshooting system/network problems and diagnosing & solving hardware/software issues
7. Proving support, on documentation and reports
8. To explore new product/new technologies and develop training slides
9. Other duties or projects will be assigned

Requirements:

- Diploma or Certificate in IT/ Computer Engineering
- 1-2 years working experience in technical Support
- Knowledge of IT networking technologies and various operating system setup & configurations
- knowledge on Routers, IP cameras, network storage and other networking devices
- Excellence communication skills & interpersonal skills
- Required language(s): Bahasa Malaysia, Chinese and English
- Able to work under pressure to meet deadline
- Independent and self-motivated

Please send in your resume to stee@mys.dlink.com . we will review your resume and contact shortlisted candidates if there is a suitable opening within 3 months from the date of receipt of your resume.