

Support Engineers (Mobile Technologies)

Job Description

- Managing customer's expectation & request based on SLA agreement and follow-up with the services request
- Communication with 3rd line support (i.e.: development teams)
- Configuration of system and application changes
- Update of OS and Database patches and new releases
- Implementation of emergency patches
- Create/Perform test and verify bug report
- Preparation of system documentation

Job Requirements

- Candidate must possess at least a tertiary education in IT or related field
- At least 1-2 years of working experience in supporting hardware & software
- Required Skills: Windows and Unix (i.e.: Linux/Solaris), Oracle RDBMS
- Preferred Skill: Java
- Candidate has working experience in mobile application support is an added advantage
- Excellent communication and written skills in English
- Enthusiasm for new technologies (ex: Mobile and Internet)
- Capable in performing as an individual yet a good team player

Interested candidates may send your resume to technologies@gmprecruit.com.my. Kindly send your updated resume in MS Word or PDF format and indicate the position title as subject title in your email.

For more information, please contact GMP Malaysia at +603 2148 2388.