IT PROJECT MANAGER

Location: Kuala Lumpur, Malaysia

Nationality: Local

Type: Contract

Post: 1

Managed Support Services is primarily for skilled, qualified and trained IT desktop and service desk support. The personnel are required to provide desktop support services inclusive of but not limited to, Service Desk and User Support, Manage

Break-Fix Operations, Print Services, Resource Lifecycle, Supply Chain Operations, Change Management and Support.

Scope and Requirements:

• Responsible in providing IT managed desktop support services, including timely resolution of IT desktop-related incidents.

• The objective is to gain operational efficiencies and scalability to utilize the IT Infrastructure Library (ITIL) model.

Service Desk Support including but not limited to:

• Use of sets practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

• Ensure that all staff are directly involved, adequately trained and is fully staffed to provide 24x7x365 support.

• Password resets and Windows account management and SAP Account.

• Provide an up to date knowledge database to include knowledge articles, phone scripts, application support material, etc., and ensure knowledge transfer to maintain the services and support for first touch resolution. Additionally, provide knowledge required in becoming fully familiar with the IT Service Desk support processes and procedures, as well as the relevant support materials. This includes being responsible for providing pertinent training materials in the event of an early transition of support to internal resources.

• Over 5 years' experience in service desk and Global enterprise nature.

• Asset management assistance.

• Device support including break fix services for desktop, laptop, mobile device, smart phone, IP phone, audio visual, fax/copiers, and the maintenance of an inclusive knowledge base on common resolution techniques for each to include Windows and iOS support.

• Engineering to include imaging, application packaging development and deployments, new operating system planning, and office document management.