



Inchone is a leading provider of internet-based learning and training systems that enable organizations to transform knowledge into workplace productivity and educational institutions to deliver affective learning to students. Our customers range from public sector organizations, corporate enterprises to educational institutions both locally and regionally. We are looking for highly dynamic and performance-oriented individuals to meet and exceed our business expansion objectives.

Application Support Specialist

(Malaysia)

Responsibilities:

- Provide application support to customers, investigating and correcting reported software and system issues in Malaysia specifically and across the region, if required.
- Manage the helpdesk support for customer
- Ensure timely resolution of customer enquiries in accordance with SLA guidelines
- Manage time effectively to meet customer driven SLAs and timelines
- Perform investigations and provide solutions for customer reported enquires
- Perform operational maintenance and support activities (i.e. fixes/enhancements) to all types of application software and products offered by the company
- Work closely with customers together with internal resources and/or vendors and business partners for the resolution of the reported issues; supported by proper documentations
- Assist in handling project milestones, specifications gathering, UAT, software QA, project documentation and training
- Provide pre-sales supports in terms of product presentation, specifications gathering, consultation and tender submission.
- Undertake any duties and responsibilities as assigned

Requirements:

- Minimum Bachelor Degree in Computer Science/Engineering or equivalent
- Minimum of 1 – 2 years relevant experience in providing IT applications support experience
- Basic SQL, database, networking, web application and Windows Server knowledge.
- ASP, ASP.net development language knowledge will be advantageous
- Knowledge of Software Development Process and Software Quality Assurance principles
- Knowledge of Software Test concepts and methodology
- Customer management and interaction experience
- Strong communication skills, both written and verbal
- Self-starter, team player with a problem-solving attitude

Fresh graduates with the right aptitude, willingness to learn and aspire to achieve a successful project management career will also be considered.

If you are up to the challenge, please email a detailed resume - to include qualifications, past achievements and expected remuneration - to enquiries@inchone.com

Inchone Sdn. Bhd.

No.906,Block A4, Leisure Commerce Square
No.9 Jalan PJS 8/9
46150 Petaling Jaya, Malaysia
Telephone: 603 7876 4478 Facsimile: 603 7876 4479