



PR/159455 | IT Infrastructure Analyst (US Shift, 9PM - 6AM)

## Job Information

### Recruiter

JAC Recruitment Malaysia

### Job ID

1555401

### Industry

Logistics, Storage

### Job Type

Permanent Full-time

### Location

Malaysia

### Salary

Negotiable, based on experience

### Refreshed

August 19th, 2025 10:19

## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Associate Degree/Diploma

### Visa Status

No permission to work in Japan required

## Job Description

### Company and Job Overview

Our client is a freight forwarding and documentation solutions, delivering comprehensive logistics services that streamline international trade and transportation. The ideal candidate for this IT Infrastructure Analyst will have a strong background in management and upkeep of servers, network infrastructure, data and telecommunication systems, while also delivering technical support to end-users. Head office and manufacturing facility are located in Port Klang, Selangor.

### Job Responsibilities

- **Server & System Administration:** Manage and maintain global server infrastructure, including performance monitoring, backups, user ID and email administration, and server security.
- **IT Security Management:** Administer enterprise firewalls, VPNs, and antivirus systems; ensure secure network access and up-to-date security configurations in alignment with company policies.
- **Cloud, Network & Data Centre Operations:** Oversee installation, configuration, and support of cloud, network, and data centre equipment; proactively manage network traffic and coordinate with vendors for issue resolution.
- **Telecommunication Support:** Maintain voice communication systems and patch panels; ensure accurate documentation and collaborate with vendors for updates and troubleshooting.

- Global End-User Support & IT Coordination: Provide technical assistance to global offices, resolve IT issues, conduct basic training, manage hardware/software licenses, and support IT procurement and documentation.

#### Job Requirements

- Minimum 3 years of hands-on experience in IT infrastructure and end-user support.
- Diploma or Degree in Information Technology, Computer Science, or related field.
- Strong knowledge in Windows Active Directory, Office 365, VPNs, and AWS.
- Familiarity with Linux/Red Hat and scripting (CMD, PowerShell, Bash) is an advantage.
- Experience supporting in-house ERP systems.
- Certifications such as Microsoft Certified Professional, SonicWall, or Cisco are beneficial.
- Good communication skills in English and Mandarin.
- To be considered for this role, the relevant rights to work in Malaysia are required. Candidates who require work pass need not apply.

#### Other Information:

- This role follows U.S. public holidays to align with global operational needs.
- Occasional support for Malaysia-based colleagues working night shifts, particularly those handling U.S. operations.
- Flexibility and responsiveness are key, especially when coordinating across time zones and supporting international teams.

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#### Company Description