JAC Recruitment

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JAC Recruitment Malaysia

PR/159929 | IT Support Engineer

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1569637

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
February 17th, 2026 08:01

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Our client, Marine Navigation based company, looking for experience IT Support Engineer

JOB RESPONSIBILITIES

- Monitor vessel connectivity and network performance through NOC monitoring tools.
- Perform basic troubleshooting for Starlink terminals, onboard network equipment, and related services.
  Identify connectivity issues such as outages, performance degradation, and hardware-related alarms.
- Ensure timely response and resolution of customer incidents within SLA.
- Perform initial diagnostics based on standard operating procedures (SOPs).
- Provide first-line support to customers via email, phone, and ticketing tools
- Assist with preparing daily/weekly NOC reports.
  Support the provisioning, activation, and deactivation process for Starlink services.

JOB REQUIRMENTS

- Diploma / Bachelor's degree in IT, Networking, or related field.
- CCNA or CCNP certification is a plus.
- 0–2 years of experience in NOC operations, IT support, or network technical support.
- Good experience in networking fundamentals (IP addressing, DHCP, DNS, routing, NAT, Wi-Fi). Familiarity with network devices such as Firewalls,routers, switches, modems, and access points.
- Experience with NOC monitoring tools or network dashboards (preferred).
- Basic understanding of ticketing tools such as Zendesk, Freshdesk, or similar.

Interested candidates can apply online
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Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description