



PR/160187 | IT Service Desk Team Lead - Regional Support (ERP / Logistics Systems)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1579703

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

April 7th, 2026 09:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Our client is a well-established multinational organization within the logistics and supply chain industry, supporting global operations across multiple regions. They are currently expanding their IT support structure and seeking a capable team lead to oversee regional helpdesk operations.

Job Responsibilities: -

- Provide Level 1 application support and troubleshooting for logistics systems (e.g: Warehouse Management System, Freight/Forwarding platforms) and ERP solutions.
- Manage and prioritize incidents within the ticketing system, ensuring SLA compliance.
- Escalate complex cases to Level 2 or relevant technical teams.
- Lead and supervise 24-hour weekday helpdesk operation (shift-based structure)
- Monitor ticket trends, identify root causes and propose operational improvements
- Prepare weekly/ monthly performance and incident reports
- Support Microsoft 365 account administration and user management
- Coordinate with internal stakeholders, global users and vendors as required
- Train and mentor helpdesk team members
- Develop SIPs, user guides and knowledge base documentation

Job Requirements:

- Bachelor's degree in IT, Computer Science or related field
- Minimum 4 years of experience in IT helpdesk / Service Desk/ Application Support
- Prior experience in a team lead or supervisory
- Exposure to ERP systems (e.g.: SAP, Microsoft Dynamics, or equivalent)
- Familiarity with IT service management processes (ITIL knowledge preferred)
- Strong communication skills in English, Mandarin proficiency is an advantage as need to support China & Taiwan users
- Ability to manage multiple priorities in a fast-paced environment
- Experience supporting logistics or supply chain systems will be an added advantage

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Company Description