



PR/159929 | IT Support Engineer

募集職種

人材紹介会社

ジェイ エイ シー リクルートメント マレーシア

求人ID

1569637

業種

その他（メーカー）

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2026年02月03日 07:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

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 REQUIREMENTS

- 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

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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会社説明