



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 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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会社説明