



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

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

1579703

業種

物流・倉庫

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03月24日 10:02

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

ビジネス会話レベル

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 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

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