
Service Desk Support

Position Title: Service Desk Support (Contract/Perm)

Reporting to: IT Manager

Infinergy Systems provides the needed IT expertise, service and product delivery to our value clientele. We are committed to be successful in serving our clients' need, through our extensive range of IT services that gives them the flexibility to adapt to the highly dynamic and competitive nature of businesses today.

We would like to invite you to join us as a Service Desk Support (Off-site team). You shall work as a member of a dynamic and fun IT team in the world's largest online network of integrated services.

Key Responsibilities:

1. Work as a member of a dynamic IT Service Desk Team that provides timely and quality IT support by responding to first level requests via phone, email and on-line chat.
2. Monitor, track and document all support requests using in-house tracking system.
3. Resolve issues involving the use of diagnostic tools, troubleshooting and problem solving methodologies.
4. Perform desktop/laptop support and troubleshooting with issues relating to software or hardware devices, peripherals and networking
5. Perform PC system installation, configuration and upgrading
6. Works closely with Regional and US IT team when assigned to any projects roll out in Singapore
7. Conduct IT orientation to end users
8. Work in shifts to support business users in the Asia Pacific region from 8am-9pm inclusive of Sat/Sun.

Skills & Requirements

1. Diploma in Information Technology or Equivalent IT qualifications. Professional certifications MCP, MCSA and ITIL, etc. will be highly regarded.
2. A minimum of 12 months Call Centre/Help Desk experience OR Application supporting role. **(Fresh applicants may apply)**
3. Knowledge of PC/Mac environment and remote support tools; RDC, LANDesk
4. Experience in supporting Active Directory, FTP, Cisco VPN, MS Exchange, MS Outlook and Office applications, Cloning Methods and Symantec Antivirus
5. Fluent in English and at least one additional Asian Language, preferably Chinese or Korean
6. Ability to handle multiple tasks and prioritize support requests
7. Excellent communication and telecommunication skills, attention to detail, friendly and good customer service experience

Please email your complete CV (as an attachment)
with a recent photograph and expected salary to recruitment@infinergy.com.sg
We regretted that only short-listed candidate will be notified