

**Job Title:** Associate Technical Engineer  
**Department:** Engineering/Technology

## Job Description

The individual will be responsible for uptime and performance monitoring of iWV's network, servers and services, and ensure the environment and condition of Data Centre is maintained at optimal level. The individual will also be responsible for the installation, configuration and maintenance of physical and virtualized servers, and services. The individual will also provide 1<sup>st</sup> level technical support and troubleshooting to customers via e-mail and phone, as well as attending to customers' visit in Data Centre. This individual ensures that the iWV's systems and applications, and related procedures adhere to organizational compliancy and operational requirements. This individual must be self-motivated, dedicated, focused, willing to learn and pick up new skill and willing to work shift including weekends and PH.

## Key Accountabilities

- Be responsible for uptime and performance monitoring of iWV's network, servers and services
- Ensure the environment and condition of Data Centre is maintained at optimal level
- Be responsible for the installation, configuration and maintenance of physical and virtualized servers, and services
- Providing 1<sup>st</sup> level technical support and troubleshooting to customers that report issues relating to their servers and services
- Be responsible to comply on the procedures and configurations of the systems to the security standards iWV is certified on.

## Essential Qualification and Experience

- Diploma in Computer Science/Engineering, Information Technology, or other related disciplines.
- Excellent written and verbal communication skills with demonstrated ability to influence and communicate effectively with peers, management, and customers.
- Strong interpersonal skills, customer orientation, team interaction/effectiveness, proactive, analytical and decision making skills.
- Willing to learn and pick up new skills
- Willing to work shift (including weekends and PH)
- Essential language: English.