

**Job Title:** Systems Support Engineer  
**Department:** Engineering

## Job Description

The individual will be responsible for the installation, configuration, maintenance and support of iWV's systems and applications, both for key customers' and internal projects. This individual will also provide support in the core organization's systems and applications to internal users as well as our key customers' based on their requirements. Possesses in-depth working knowledge in managing and monitoring of systems applications. This individual ensures that the iWV's systems and applications, and related procedures adhere to organizational compliancy and operational requirements. Participates in support rotation and handling customer issues on iWV's systems and applications. This individual must be self-motivated, dedicated, focused, and able to meet demanding work activities with minimal supervision.

## Key Accountabilities

- Be responsible to setup, install, configure and maintain the systems and applications to key customers and internal systems infrastructure.
- Be responsible to complete tasks and activities provided within the project schedule.
- Be responsible to document and train peers on the key customers' infrastructure and internal systems infrastructure.
- Be responsible to support customers and end users that report issues relating to their systems' infrastructure.
- Be responsible to comply on the procedures and configurations of the systems to the security standards iWV is certified on.
- Perform any other duties related to systems and applications of key customers' infrastructure.

## Essential Qualification and Experience

- Degree or Diploma in Computer Science/Engineering, Information Technology, or other related disciplines.
- Minimum 3 years of experience on building, configuring and maintaining systems with one of the following infrastructure:
  - a) Linux – Network File Systems (NFS), HAProxy, Apache, Mail Service, LDAP.
  - b) Windows – Microsoft suite of products: Active Directory, Distributed File System (DFS), Sharepoint; IIS.
- Strong working experience in database setup and administration (MS SQL, MySQL / MariaDB).
- Strong working experience in Cloud environment, with the ability to design and develop automated provision using one of the following scripting environment:
  - a) Linux – PHP, Perl, Python, Bash
  - b) Windows – PHP, Powershell, .NET, C#

- Good working experience in networking and security standards.
- Good understanding of ITIL; ITIL certification would be an added advantage.
- Pro-active, dynamic and with good analytical/conceptual thinking.
- 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.
- Experience in handling customer incidents and complaints.
- Essential language: English.