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## Application Support Engineer

### Responsibilities:

- Work with Project Managers, Software Development team, other departments within the Company and project clients to resolve project technical issues
- Provide client support and technical issue resolution via e-mail, phone and other electronic medium
- Provide on-site (overseas) and off-site (local) technical supports as and when required
- Response within agreed time limits to call-outs
- To be well-versed with all system applications and solutions implemented by the Company
- Deploy and support rollout of new applications to project sites designated by clients
- Troubleshoot, diagnose project related technical issues (hardware/software/network) and provide resolutions to the problem
- Prioritize and manage multiple open cases at a time
- Install and configure computer hardware operating systems and applications. Replace hardware parts when required
- Provide trainings to clients in the use of system and applications when required
- Provide weekly updates and/or reports to reporting manager on work progress, issues and resolutions
- To carry out any other duties and job functions as and when required by the Company or persons acting on behalf of the Company

### Requirements:

- Bachelor's Degree in Computer Science/ Electrical/ Electronic/ Information Technology or equivalent.
- At least 2 year(s) of software development experience using Microsoft Visual Basic, C/C++/C#, JAVA, ASP.NET, Microsoft SQL Server and/or Oracle database
- Minimum 1 year experience in IT Operations, Helpdesk and field support are essential
- Possess excellent communication skill (oral and written), presentation, negotiation and problem solving skills
- Ability to read, analyze and interpret technical procedures, write tools, scripts, diagnostic utilities and procedure manuals. Able to write SQL statements and queries for information gathering and also for maintenance purposes.
- **Willing to travel and work in any foreign country for long durations as and when required**
- Candidates with experience in IT Infrastructure support, database and network administration and hardware system support are also encouraged to apply
- Senior & Junior positions are available.

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Interested candidates are invited to email their resume with portfolio, education background, photo, working experiences, current and expected salary and contact number(s) via email to: [hr@iris.com.my](mailto:hr@iris.com.my)

Only shortlisted candidates will be contacted for interview.

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