

## Company Details

Company Logo	
Company Name	InfiniteX Sdn Bhd
Company Address	C-G, 26, Jalan PJU 1a/3, Taipan Damansara 2 Ara Damansara, 47301 Petaling Jaya, Selangor
Year Established	2018
Company Website	<a href="https://infiniteX.com.my">https://infiniteX.com.my</a>
LinkedIn Link	<a href="https://www.linkedin.com/company/infiniteX-sdn-bhd">https://www.linkedin.com/company/infiniteX-sdn-bhd</a>

## Full time Job Post

Job Title	Technical Associate
Career level	Entry-Level
Experience	Fresh
Qualifications	Certificate (Relevant to Software/Information Technology)
Job Description	<ul style="list-style-type: none"><li>• To study and understand technical aspects of various systems (mainly Microsoft core infrastructure and Microsoft Cloud solution) from client perspective.</li><li>• Manage incident tickets and provide L1/L2 technical support via phone, email, remote or onsite.</li><li>• Analyze, investigate and fix known issues and work towards timely resolution according to SLAs.</li><li>• Provide daily, monthly, bi-yearly system checks or monitoring as required.</li><li>• Ensure the system and support-related documentation is maintained and up to date.</li><li>• Required to follow-up actions to restore service to normal levels analyze, investigate and fix issues.</li><li>• Able to work in team and involved in project delivery together with project team.</li></ul>
Required Skills	<ul style="list-style-type: none"><li>• Proficient in English for both spoken and written</li><li>• Have good communication skills for client interactions and support</li><li>• Passionate and have strong interest in technology</li><li>• Strong problem-solving skills and attention to detail.</li><li>• Proficient in using various software applications and tools.</li><li>• Ability to work effectively in a team</li></ul>