

Engineer, Network (Malaysia)

Your roles and responsibilities:

- Provide on-site or remotely for technical support to troubleshoot and resolve hardware and software issues.
- Propose, plan and implement upgrades to help maintain / improve current network infrastructure.
- Proactively and effectively communicates status, plan-of-action, and resolution of issues.
- Effectively manage case escalations to vendor while maintaining excellent communication among the teams.
- Manage multiple cases and prioritise based on business needs.
- Manage assigned projects and program components to deliver services in accordance with established objectives.
- Manage and drive the implementation team to deliver all necessary documentation for the successful completion of the project (including solution configurations and diagrams) and ensure teams follow the correct procedures, policies and documentation requirements across project phases.

What we need from you:

- At least 2 years working experience in network and security-oriented positions giving support and/or performing installations of networking environments.
- Good verbal and written English and Bahasa Malaysia communication skills.
- Personality traits – meticulous, pleasant, self-motivated, enthusiastic, result-oriented, responsible, independent, trustworthy, ethical and a team player.
- Technical knowledge:
 - a) Cisco Network Security technology domain such as Cisco ASA and Cisco Firepower.
 - b) Network switches, routers and network load balancer.
 - c) LANs and WANs operations and technology (Highly available, redundant networks, VLAN – setup and implementation, Virtual Private Network (VPN), Quality of Service (Qos), Routing protocols (BGP, OSPF).
- Certifications highly desired CCNA, CCNP, CompTIA Network+ any related certifications will be an added advantage.
- Possess a Degree in Computer Engineering, Computer Science/Information Technology or its equivalent.

