

<b>Job title</b>	IT Support Specialist – Tier 1
<b>Experience</b>	1yr
<b>Report to</b>	CTO
<b>Company</b>	Ezyhaul Sdn. Bhd.
<b>Work Location</b>	<i>Bangsar South, Kuala Lumpur</i>

## About Ezyhaul

Ezyhaul is a rapidly growing technology company in South Asia focused on transforming the road freight industry. Our online, on-demand freight exchange platform connects shippers with pre-qualified and reliable domestic carriers who have unutilized capacity on their trucks.

Ezyhaul's vision is to transform the world of transportation logistics by building an ecosystem around shippers, transportation companies, authorities, and third-party service partners. Connected through the Internet of Things and driven by data analytics, we will empower all our partners in the ecosystem.

Headquartered in Singapore, we have successfully launched our product and services in Malaysia, Thailand, India, Philippines and United Kingdom, will be expanding operations later this year to other countries.

## Job Description

Ezyhaul is in search of an IT Support Specialist. The ideal candidate must possess a can-do attitude and be customer service oriented. Some responsibilities include, day-to-day administration and support of the in-house developed business applications and infrastructure (Laptops, routers, wireless access, email, etc.).

IT Support Specialist responsibilities are to provide product centric supports such as responding to customer queries timely, identifying customer needs, recommending solutions and guiding end users in product functionalities.

To be successful in this role, you should be an excellent communicator who's able to understand and resolve issue efficiently. You should also be familiar with help desk software.

## Duties and Responsibilities

- Serve as the Tier-1 IT/System help desk support with hardware, software, and application issues by email, phone, or in-person
- Document, track and monitor issues to ensure accurate and timely resolution.
- Provide orientation and guidance to users on how to operate new software, features on all business applications and computer equipment.
- Install new workstations, printers and tech equipment
- Assists training staff and end users on business applications, hardware/networking related issues
- Repairing and replacing equipment as necessary
- Document and log technical, system issues and provides solutions to end users
- Responding in a timely manner to service issues and requests to avoid breaching SLAs

- Responds to telephone calls, email, and user requests for technical support
- Utilize help desk ticketing system to support staffs and clients
- Monitoring and maintaining computer systems and networks
- Ability to work flexible hours, including weekends and holidays
- Perform other duties and responsibilities as required or requested.

## **Qualifications**

- 1+ years of hands-on experience in relevant field would be an advantage (Fresh graduates are welcome to apply)
- Knowledge in operating software / applications (Web, Mobile App)
- Knowledge to maintain laptops and computer hardware
- Must have strong analytical and problem-solving skills
- knowledge in Agile Development Methodology (Scrum) and its application to day-to-day operations would be an advantage
- Continuous improvement - Must be constantly growing, learning new tools and techniques, and sharing these among team.
- Strong organizational skill with the ability to adapt to short tight deadlines
- Excellent verbal and written communication skills. Must be comfortable and effective communicating with individuals and teams including other stakeholders as needed.
- BSc/BA in Computer Science, Engineering or similar