



POSITION DESCRIPTION

POSITION TITLE: Service Desk Level 1

LOCATION:

MALAYSIA

PHILIPPINES

VIETNAM

ASW COMPANY OVERVIEW

AS White Global (ASW) is an Australian owned company with offices in Sydney, Vietnam, the Philippines, and Malaysia. We are specialists in unified offshore staffing solutions and have been working in Southeast Asia for the past decade. Our ASW employees are part of our very special ASW family and culture, but also integrate into our client's brand and team – effectively you get two work families!

Working in our local ASW company culture means you will develop strong friendships and great support networks. You will be part of a positive and engaged environment, participate in team and company events, and have access to global training and development opportunities. In addition, you will get exposure working with our international clients and build on your existing skill sets.

The Opportunity

An exciting Service Desk role has just become available at one of the most respected global insurance based in Australia. Our client is growing their team of Deskside Support Technician and you are part of a team responsible for administering and supporting multiple & single domain environments with large numbers of end-users. One of the main objectives is to work independently using roles & features in a Microsoft environment such as mailbox management in Exchange, Office 365 & user management in the active directory. You will report to the Service Desk Manager and will work closely with other team members.

Key Responsibilities

- Receiving customer calls and emails clarifying requirements
- Log all Incidents and Service Requests in the ITSM tool
- Ensure all tickets have accurate details and the correct priority
- Attempt to resolve the first point of the contract using KBAs
- Ensure internal and external stakeholders are updated for Priority 1 & 2 tickets
- Escalate and liaise with Major Incident Manager (MIM) as needed
- Escalating issues such as customer complaints to management
- Ensure customer Service Level Agreements (SLA) and customer expectations are met
- Ensure company Key Performance Indicators (KPI) are met
- Ensure company Operational Level Agreements (OLA) are met
- Create & update KBAs as needed
- Engage with 3rd party vendors as needed
- Adhere to the SMC procedures and policies



POSITION DESCRIPTION

Required System Experience

- Knowledge of ITIL Foundations;
- Citrix, basic – user management;
- Windows Server (2008,2012,2016);
- Cisco and HP Switches;
- Active Directory / Exchange;
- Backup management such as Veeam, StorageCraft;
- Autotask knowledge an advantage

Skills, Experience & Qualifications

- Must have a Bachelor or Diploma in IT;
- High-Level Systems & Network experience;
- Hands-on experience with Routing and Switching;
- Technical ability to resolve complex incidents within windows server environments;
- High level of customer service and ability to comply with Service Management processes;
- Strong knowledge of Windows Server, Backup Applications and VMware;

ASW Offers

- A diverse, inclusive, and supportive company culture
- Competitive remuneration
- Opportunity to collaborate and work with global clients and stakeholders
- Medical benefits
- Great Paid Leave entitlements
- Team outings, travel opportunities, company parties/events, and other exciting activities
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia
- Industry and role-related training
- Ongoing career opportunities