

**MAX SYSTEM SOLUTION SDN. BHD. (1134390-H)**

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Welcome to Max System Solution. Based in Penang, Max System Solution is the one of the Malaysia's leading Software specialist company that develops and provides customize and high quality software solution, web application development, online marketing, and maintenance services for multinational corporations, huge businesses, as well as small and medium enterprises.

IT Technical Support

Job Description

- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers
- Attend to customer's queries, support, services and issues.
- Direct unresolved issues to the next level of support personnel
- Record events and problems and their resolution in logs
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Prioritize and manage several open issues at one time
- Provide accurate information on IT products or services

Requirements

- Degree in computer science or information technology.
- Prior experience in tech support, desktop support, or a similar role.
- Experience with remote desktop applications and help desk software.
- Attention to detail and good problem-solving skills.
- Excellent interpersonal skills.
- Good written and verbal communication.

Interested candidates are invited to send their resume to: hr@maxsys.com.my