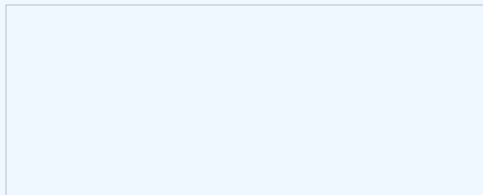**Desktop Engineer**

Apply Now

Company: Singtel Group

Location: Na Si Nuan

Category: other-general

NCS is a leading technology services firm with presence in Asia Pacific and partners with governments and enterprises to advance communities through technology. Combining the experience and expertise of its 10,000-strong team across 49 specialisations, NCS provides differentiated and end-to-end technology services to clients with its NEXT capabilities of digital, cloud, platforms as well as core offerings in application, infrastructure, engineering and cyber security. NCS also believes in building a strong partner eco-system with leading technology players, research institutions and start-ups to support open innovation and co-creation. For more information, visit ncs.co.

We are committed to a safe and healthy environment for our employees & customers and will require all prospective employees to be fully vaccinated.

As an IT Support Engineer, the broad area of your job responsibilities will cover the following:

Perform End User Support – Client Management

Perform troubleshooting for client platform related problems.

Respond promptly to incident, investigate & provide temporary &/or permanent resolution of incidents escalated. Provide timely status updates to relevant parties.

Perform service request related to client platforms.

Monitor the agreed service level, document & maintain the configuration of the systems; provide regular reporting to relevant parties.

Involve in client platform implementation/upgrade project.

Perform follow-up with vendor on replacement of hardware.

Perform asset management & update asset records.

Perform user account management (eg. Create password, reset & delete)

Perform local server administration to facilitate software distribution & patch management service.

Manage client platform implementation / upgrade project.

Ensure deliverables meet service level requirement. Propose and implement action plan when required.

Established facility management standards/best practices to ensure operation consistency across project / facility management teams.

Submit progress reports

Ideal candidate should possess the following:

Candidate with minimum Higher Nitec, Diploma Certification in Computer/Electronic Engineering or equivalent discipline

Preferably with 1 or more years related experience in Technology Administration. Some network knowledge will be an advantage

Computer literacy in MS Office

Proficiency in Technology will be added advantage

Independent, resourceful, result-oriented individuals with a can-do attitude

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