



JOB VACANCY: OPERATION ENGINEER – ENGINEER 2

Location: Cyberjaya

About the Role:

We are looking for Operation Engineer 2 to ensure MyDigital ID's IT infrastructure operation is running efficiently, meets availability and security standards in a team of engineers in monitoring, resolving issues, and performing advanced maintenance. This role also upholds security standards by implementing policies, conducting audits, and ensuring compliance with industry's best practices.

Key Responsibilities:

1. Teamwork and Process Improvement

- Participate in team activities and ensure efficient handling of support requests and incidents.
- Identify opportunities for process improvements and implement best practices.
- Propose, develop, review and maintain standard operating procedures (SOPs) for the team.
- Stay updated on industry trends and emerging technologies.

2. System and Application Monitoring

- Oversee the monitoring of the performance and health of IT systems and applications. To ensure system uptime/availability/performance meet organization objective.
- Ensure timely detection and reporting of anomalies or potential issues.
- Propose, introduce, develop and implement monitoring strategies and tools.

3. Issue and User Support

- Address and resolve complex system and application problems escalated by the support team.
- Provide advanced troubleshooting for critical incidents and user-reported issues.
- Maintain comprehensive documentation of issues and resolutions.
- Serve as an escalation point for user requests and technical assistance.

- Ensure high-quality support and customer service standards are maintained.
- Develop user training materials and conduct training sessions as needed.

4. Operation Maintenance

- Plan, coordinate and perform advanced updates and maintenance on operating systems, applications, and hardware.
- Ensure timely application of patches and updates to maintain system security and performance.
- Develop maintenance schedules and ensure compliance with best practices.
- Responsible to schedule periodic backup (application and data)
- Ensure Failover and switching to DRC is always active, application versioning and data is up-to-date with DC.

5. Security and Compliance

- Ensure the implementation and enforcement of security policies and procedures.
- Oversee security audits and compliance checks.
- Ensure all systems adhere to the company's security standards and industry best practices.

Requirements:

- Bachelor's degree in computer science, Information Technology, or better
- 3 Years IT infrastructure design, implementation, support and maintenance
- Excellent problem-solving skills and the ability to conduct detailed technical analysis.
- Vast experience in IT Infrastructure implementation, including network, server, storage
- Knowledge in scripting / programming
- Effective communication skills and the ability to coordinate between multiple teams and departments.
- Manage project, tasks coordination and follow up
- Manage technical team, mentorship and advice team members on tasks and improvements.
- Proactive approach with a commitment to continuous improvement and excellence.

How to Apply:

Kindly send your resume to hr@myid.my and shenaz.razak@myid.my with the subject line "Application for OPERATION ENGINEER – ENGINEER 2".