Regional End User Support Engineer
(12 Months Direct Renewable Contract upon performance)

You will be responsible for providing Level 2 support by responding, evaluating, and prioritizing incoming IT support requests via the IT service desk by internal end users in a flexible, fast paced and growing, very-customer focused environment. These requests can be based at different sites within the region and on hardware and/or software issues affecting end user technology devices including Dell desktops/laptops, iPhones, Android, Cisco Telepresence VC, Skype Room System and Cisco VoIP phones. You will follow up on open incidents, escalates to senior IT team members (when appropriate), to ensure all SLAs are met and incidents are resolved in a short time frame. You will be dynamic and reactive as well as creating and driving processes to increase IT efficiency, pro-activeness, and educate end users on how best utilize the technology provided.

Responsibilities:

- Troubleshoot to resolution Windows 7/8.1/10, Mac OSX, Microsoft Office 2010/2013/2016, Skype For Business, Skype Room System and other internal application software issues as assigned
- Office 365 account administration and troubleshooting
- Image, configure, upgrade, and repair Dell desktops and laptops
- Active Directory & MS Exchange account administration including add/change/move requests
- Administer and maintain iPhone and Android mobile phones/tablets via MobileIron MDM
- Onsite support if required at multiple sites in Singapore
- Remote support for all other metros in APAC (Australia, China, Hong Kong, Japan, Indonesia, Korea)
- Complete desktop and telecom related projects as assigned (e.g., software or hardware deployments, office moves, IT license audits, etc.).
- Help troubleshoot and work with telecom engineers to resolve end user telecom issues
- Provide outstanding customer service
- Help build and a rich IT knowledge base by creating and maintaining process and resolution documentation
- Ability to lift 25kg
- Other duties as assigned

Requirements:

- Bachelor’s degree in Computer Science or MIS or equivalent work experience is desired with Minimum 2 - 3 years’ experience working in a dynamic, fast-paced, VERY customer-focused IT end user support environment
- Advanced to expert knowledge of Windows 7/8.1/10, Mac OSX, and Office 2010/2013/2016
Experience in Office 365 / Exchange 2016 administration
- Understanding of system administration, basic networking and VoIP concepts
- Basic Powershell command and Microsoft System Center experience
- Detail oriented, deadline and results driven
- Excellent written and verbal communication skill in English.
- Verbal Communication in Japanese is desired
- Strong customer service background
- Intel based Mac hardware/software support is desired
- Certifications desired: MCDST or higher Microsoft IT Professional certification or Dell IT Pro certification

To apply, please send an email with your resume to sfoo@ap.equinix.com.

Closing date: 30 September 2018