



**GP Asia Sdn. Bhd.**



GP Asia, head quarter in Malaysia, is the sole service delivery partner in East Malaysia for world market leading ATM/CDM in Malaysia. GP Asia's Customer Support Engineers provides lifecycle management services of NCR's full range of Automated Teller Machine (ATM) and Cash Deposit Machine (CDM) in Sabah and Sarawak. These services include initial staging, installation, proactive maintenance, reactive maintenance and retirement of ATM/CDM.

Due to our recent business expansion, we are recruiting Customer Support Engineers to be based in all major towns in Malaysia.

## Customer Support Engineer

(Sabah, Sarawak, Labuan, Kuala Lumpur, Johor, Penang, Perak, N.Sembilan, Melaka, Pahang, Kelantan, Trengganu, Selangor & Brunei )

### Responsibilities:

- Meet and establish good rapport with clients
- Troubleshoot and identify hardware problems which may include providing a workaround solution and/or part replacement
- Troubleshoot and identify software problems which may include updating & reinstallation of OS, application and data
- Stage and Install new system as well as providing training to end users
- Escalate problem to teamlead or management per service level requirement
- Willing to travel and work independently with minimum supervision

### Requirements:

- Minimum a Diploma holder in electronic / computer engineering /mechanical engineering/network engineering/IT
- Fresh graduates/Entry level applicants are highly encouraged to apply.
- Those who have technical certifications eg CCNA and/or CCNP (Cisco for networking), MCSE, MCP or MCSA (Microsoft for systems support or software development would be an added advantage
- Must be proficient in English, both speaking and writing. Candidates must ensure that their cover letter reflects this adequately.
- Must have positive attitude and like to meet with customers as the role involve frequent meeting for support calls
- Must have own transport
- Preferable candidates from the same town so that they will not have to take long leave during holiday just to return to home town since we are in customer service business.
- Applicants should be Malaysian citizens or hold relevant residence status.

To apply, click here: [www.gpasia.net](http://www.gpasia.net)