

Driving decarbonization and digitalization. Together.



Engineer Information Technology - End User Support

Job description

In your new role you will:

- Handle IT incidents and service requests raised by Infineon users worldwide.
- Handle contacts via 3 end-user channels: Calls, web tickets, and chats.
- Responsible for the content and releasing of IT Information news.
- Accountable for all content used in support tooling e.g.: knowledge database, self-service portal etc.
- Participate and drive continuous improvement initiatives and collaborations with 2nd-level IT.
- Perform any additional tasks, topics, projects as and when advised by Service Desk management.

Profile

You are best equipped for this task if you have:

- Bachelor's Degree in Computer Science/Information Technology.
- Good proficiency in English and Bahasa Melayu is compulsory.
- Proficiency in Mandarin will be compulsory if required. German and Thai language is an added advantage.
- Strong communication and interpersonal skills.
- Required to run shifts, which include public & national holidays and weekends.
- Able to work independently with minimal supervision, willing to learn and work hard.
- Possesses theoretical and practical knowledge/experience in IT.
- Solid understanding of concepts and processes of IT.
- Infrastructure as well as broad knowledge of standard applications eg: Microsoft solutions are preferred.

Note: 1-year renewable contract under 3rd party payroll partner and entitled to benefits according to the partner company.

Benefits

At a glance

Location: **Melaka (Malaysia)**
Job ID: **105176**
Start date: **Oct 01, 2024**
Entry level: **0-1 year**
Type: **Full time**
Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **105176**
www.infineon.com/jobs



- **Melaka:** Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Exempt working hours are flexible within core hours (9am-12pm & 2pm- 5.15pm); Home office options for certain tasks or due to personal circumstances. Applicable to exempt employees working on office hours only; Part-time work possible for exempt employees only; Exempt staff could apply up to 3-month sabbatical leave, subject to business situation; Medical coverage; In-house clinic operates 24 hours, doctor consultation possible from 9am to 5pm; Health promotion programs; Social Recreation Center with facilities, such as gym room, squash, badminton and netball court, zumba and yoga classes, etc.; On-site Cafeteria; Paid sick leave according to law; Additional 3% to Employee Provident Fund after 10 years service with Infineon Malacca; Re-employment opportunities; Productivity incentive bonus; Bus service for shift employees ; Allocated carpark for disabled and pregnant employees

Why Us

Driving decarbonization and digitalization. Together.

Infineon designs, develops, manufactures, and markets a broad range of semiconductors and semiconductor-based solutions, focusing on key markets in the automotive, industrial, and consumer sectors. Its products range from standard components to special components for digital, analog, and mixed-signal applications to customer-specific solutions together with the appropriate software.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant´s experience and skills.

We look forward to receiving your resume, even if you do not entirely meet all the requirements of the job posting.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

