

About Us

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As the IT Associate, You will be responsible for managing day-to-day IT operations, providing technical assistance to employees, and maintaining the company's IT infrastructure. Additionally, you will extend your expertise to support business development department initiatives, collaborating with the business development team to implement various digital strategies and enhance the company mission & vision.

Responsibilities:

- **Technical Support:** Provide prompt technical support to employees for software, hardware, and network issues.
- **Software & Hardware Maintenance:** Ensure software applications are updated, and manage hardware devices. Assist in purchasing procedures through cross-division collaboration and vendor interactions.
- **Network Management:** Support the maintenance of network connectivity and managing network devices.
- **Data Backup & Security:** Assist in data backups and contribute to IT security measures as directed.
- **Vendor Communication:** Communicate with external IT vendors and assist in vendor management.
- **IT Project Support:** Collaborate on IT projects, upgrades, and technology implementations.
- **Documentation:** Maintain accurate records of IT inventory, user requests, and problem-solving procedures
- **Business Development Support:** Assist in administrative tasks related to business development projects as assigned.

Requirements:

- **Education & Experience:** Bachelor's degree in Information Technology, Computer Science, Marketing, or a related field (or equivalent experience). Have previous experiences is a plus.
- Proficient in Windows, macOS, Microsoft Office, and G Suite.
- Basic knowledge of networking concepts (TCP/IP, DNS, DHCP).
- Familiarity with computer hardware and troubleshooting.
- **Communication Skill:** Strong verbal and written communication skills with the ability to convey technical information clearly .
- **Problem-Solving:** Excellent problem-solving and analytical abilities, able to diagnose and resolve IT issues efficiently.
- **Team Player:** Collaborative attitude, able to work effectively as part of a team and also independently.
- **Organizational Skills:** Strong time management and organizational skills, with the ability to prioritize tasks effectively.
- **Eager to Learn & Help Others:** Display a proactive attitude toward learning new technologies and methodologies. Be enthusiastic about helping colleagues and contributing to the team's professional development.

