

Document Name:	Job Description Form		Document No	FORM-HR-04	
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Job Title:	Technical Support Engineer	JD Number	006
Department/Group:	VSM	Position	08
Supervise	Team Leader	Date Created	1 Jan 2018
Reports to	Project Manager	Next Review	1 Jan 2019

Job Description

ROLE AND RESPONSIBILITIES

To provide single point of contact handling customer inquiries or incidents via telephone, email or provide onsite support when required.

- Act as single point of contact handling customer inquiries or incidents via telephone, email or provide onsite support when required.
- Issues logging, analysis, escalation and resolution within pre-defined Service Level Agreement.
- Conduct product specific training to customers when required.
- Document all call information according to standard operating procedures.
- Develop and maintain product FAQ/Knowledgebase
- Other product relevant duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Possess professional certification/diploma or any equivalent qualification in customer service (IT), helpdesk, nursing or Information Technology.

Preferred Skills

- Good analytical and problem-solving skills with ability to deal with difficult customers
- Good understanding and compliance on workflows and procedures set out for IT technical support and logistics operations.
- Skills in application training and troubleshooting for web application, medical and Bluetooth devices
- Good verbal, written and communication skills via email and phone

Prepared & Reviewed By:	TONG Ping Heng	Date:	1 Jan 2018
Approved By:	TONG Ping Heng	Date:	1 Jan 2018