# SYSTEM SUPPORT OFFICER – IT DEPARTMENT
Asia-Pacific Broadcasting Union

## Position Summary

Position Title    : System Support Officer- IT Department

Tenure Status    : Contract Appointment

Salary Range    : Negotiable

Department    : IT Department

Location    : Based at the ABU Secretariat in Kuala Lumpur

## About the ABU

The Asia-Pacific Broadcasting Union (ABU) is an international organisation with a mandate to assist the development of broadcasting in the region. The Union was established in 1964 as a not-for-profit, non-government, non-political, professional association and promotes the collective interests of television and radio broadcasters as well as key industry players and facilitate regional and international media co-operation. It has over 250 members located in more than 60 countries around the world and services these members from the Secretariat, based in the Angkasapuri compound in Kuala Lumpur. The Secretariat has some 35 staff led by senior experts in the fields of technology, programming, news and sports broadcasting development.

## Job Summary

As a Systems Support Officer at ABU, you will play a crucial role in providing support for the Union's IT systems. Reporting to the Manager IT, you will be responsible for the day-to-day operation of networks, servers, and all services offered to both in-house clients and ABU members. Your duties will include coordinating and supporting ongoing system enhancements and upgrades, actively participating in IT projects, which encompass evaluation, implementation, migration, installation, testing, and other ABU IT-related tasks. Additionally, you will collaborate with IT vendors, oversee procurement of IT equipment/services, and manage IT assets. If you are ready to contribute to the dynamic IT environment of ABU, we invite you to join our team as a Systems Support Officer.

## Reporting Relationships

Reports to                    : IT Manager

Functional Relationships        : Senior staff of all departments

## Responsibilities and Duties

- Provide support for IT systems used by the Union, reporting to the Manager IT.
- Oversee day-to-day operation of networks, servers, and services for in-house clients and ABU members.
- Coordinate and support ongoing system enhancements and upgrades.
- Participate in various IT projects, including evaluation, implementation, migration, installation, testing, and other ABU IT-related tasks.
- Follow up with IT vendors on relevant matters.
- Contribute to the procurement of IT equipment/services and engage in asset management.

## Qualifications

- A Degree, Advanced Diploma or Diploma in IT or IT related services from an accredited tertiary institution.
- At least 3 year(s) of working experience in the related field is required for this position.
- Applicants must be willing to work in Kuala Lumpur.
- Applicants should be Malaysian citizens or hold relevant residence status.
- Preferably Junior Executives specializing in Technical & Helpdesk Support or equivalent.
- Multitasking ability and excellent troubleshooting skills
- Trouble shooting in LAN/WAN network operations and PC/Laptop environment
- Endpoint support, management and operations (computers, server and network devices)
- ISPs and email systems operation
- Installation, support and troubleshooting of Linux, Windows 10, Mac operating systems.
- Maintenance of Windows Server 2012 / 2019, LAMP, IIS, DHCP, DNS etc.
- Good working knowledge in MS Outlook 2016/2019, MS Office 2016/2019, Office365 services and Acrobat
- Practical experience in MS Dynamic GP support & client installation
- Knowledge in firewall / network appliances configuration
- Familiar with Microsoft virtualization technology
- Web site development and operation
- Network printer hardware management and troubleshooting
- Good level of client relations and interpersonal skills including demonstrated ability to work cooperatively as a member of a team
- Independent, proactive, punctual and able to work with minimum supervision
- Ability to establish operational procedures and operation of client support service.
- Good documentation skills.
- Programming skills.

## Applications

You application should accompany the following:

1. Detailed CV listing the work history and academic qualifications including two referees.
2. Cover letter (maximum 1200 words) outlining why the candidate believes they can successfully fill this role.
3. Copies of Educational/Academic certificates and other documents to support your application.
4. Recent photograph (passport size, not older than six months from application date).

*Please note that only shortlisted candidates will be notified via email.*

Please note that only shortlisted candidates will be notified via email. *The deadline for application is 27th December 2023. Your application should be sent via email to the Human Resource Department at: shabana@abu.org.my*