JOB DESCRIPTION

Designation	Associate Infrastructure Engineer (TP Career Kickstarter)
School/Department	ITS
Number of Positions	1
Duration	11 months

RESPONSIBILITIES

- Serve as a point of contact for end-to-end IT support, engaging users on technical matters with a pleasant and approachable demeanour. May occasionally respond to incidents outside office hours.
- Support ITSM initiatives such as upgrading of Win10 to Win11 for TP laptops. Use of Microsoft Intunes to upgrade Win11 and other TP supported software ensuring that it is up to date.
- Contribute to ITSM process reviews, prototyping, and testing solutions to improve operational efficiency.
- Support the Infra & Platforms team in IT Service Management (ITSM), ensuring the timely completion of assigned tasks.
- Provide IT support for events, classes, and meetings, including setup and user assistance.
- Support in various admin duties, including scheduling meetings, preparing agendas, documenting minutes, tracking action items and may include procurement, tendering, implementation, and transition projects, including report and presentation preparation.

PREREQUISITES

- Qualifications in IT, Computer Engineering or a related field.

- Strong problem-solving and analytical abilities.

- Effective communicator with good verbal and written skills.

- Proficient in Microsoft Windows and Office Suite (Word, Excel, PowerPoint, Outlook).

- Able to work independently and collaboratively.

- Able to manage customer relationships, even in challenging situations.

- Familiarity with Power Automate, Power Apps, and low-code/no-code platforms is a plus, with opportunities to support platform enhancements.