

Join PTAS Aker Solutions

PTAS Aker Solutions is a joint venture between PTAS and Aker Solutions. The company is locally managed with the full support of Aker Solutions' international expertise, processes and technology. The company has a strong focus on safe execution, efficient work processes, maximizing the use of new digital technologies, continuous improvements, and ensuring development of employee competencies through training and upskilling of locals.

Offshore IT Support

Position Summary

Responsible for assisting offshore users:

- Delivery, setup, relocation, demobilization and support of hardware
 - Desktops
 - Laptops
 - MFP Printers & Scanners
 - Telephony such as Mobile Desk phone and IP Phone
- Simple network troubleshooting
 - Port patching
 - Port tracing
- Perform asset review
- Analyze all trends for IT issues, report and update configuration database on a regular basis for knowledge sharing
- 1st level support of Telephony/VSAT communication and coordination with 3rd party vendor
- Coordination with 2nd level support onshore for further troubleshooting task and request

Requirement & Experience

- Bruneian citizens and permanent residents will be given first consideration for employment
- HND in IT/ Computer Science, or an equivalent qualification
- 3-5 years' experience in an IT technical support role
- Proficiency in network, software and/or hardware
- Proficient at working with a management database & help desk system
- Offshore experience desirable