



Support Consultant Singapore

Backed by a team of project and product professionals, you will be responsible for providing 1st, 2nd or 3rd level customer support. The role will focus on investigating and resolving customers' user / product / technical issues as well as providing support to the internal organization to ensure everything is in place for us to meet the needs of our customers efficiently.

Goals / Main Tasks:

The tasks and responsibilities include, but are not limited to the following:

Service Case Management & Resolution

- Acting as initial point of contact for all customer issues/queries
- Logging, investigating, and progressing customer issues through the ticket resolution system
- Analyze, prioritize, and resolve customer user/product/technical issues in a methodical and patient manner and have the ability to spot potential areas for improvement in customers' solutions and processes.

Develop in-depth knowledge and expertise of AEB solution set, including new developments

- Providing 1st, 2nd, and 3rd line customer support on a wide range of AEB software applications.
- Delivering customer system fixes, updates, and customizations

Investigating, resolving, and documenting technical issues

- Each Service Case reported by Customers or Project Teams are properly documented with sufficient level of details in the internal systems
- Proper communications to Customers and internal teams involved on status of each Service Case's status from initial requests to Service Case closure.

Quality Management

- Ensuring Service Cases are managed in a methodical and structured manner.
- Delivering quality support services to customer's expectations
- Cognizant of industry best practices in managing Support/Service Desks processes and work with Program Manager to continuously improve internal Support processes and capabilities.

Technical Qualification:

- Experience in troubleshooting issues/problems on Windows 10, Windows servers (Windows 2008, 2012, 2016), MS Office Product and Skype for Business
 - Ability to diagnose and fix hardware and software issues for both desktops and server
 - End-User and Help Desk experience in MS Office Suite and other common desktop applications
- Experience in Citrix Xenapp 7.x version and above.
- Knowledge in Network and Troubleshooting TCP/IP.
 - Experience in troubleshooting network related issues that can be related to network infrastructure such as switches, routers, etc.
- Good to have but not required: certifications such as ITIL, MSCA/MSCE, CCNA.

Status Reporting

- Monitoring and reporting service case/customer trends
- Providing Weekly Status Reports of all Service Cases worked on to Program Manager
- Escalation of Service Cases requiring attention

Support Phase Transitioning

- For projects in the Go-Live Phase, work with Project Managers/Program Manager to plan:
 - Internal knowledge transfer from Project Team to Support Team
 - Introducing Post Go Live Support Services and Processes to Customer

Knowledge Management

- For Projects in the Go Live Phase
 - Acquiring all Project Documentation from Project Managers and ensuring these are properly understood to a level that enable proper provision of Support Services post Go-Live
 - Ensuring proper archival of all Project Documentation
 - Communicating / disseminating information to relevant internal teams on access to archived Project Documentation

Support Phase Transitioning

- Timely response to customer's enquiries and adequate follow up on issues and requests, according to established Service Level Agreements (SLAs)
- Escalation to management as necessary

Interested? Contact us

To apply, please email your current resume, together with a cover letter, to info.sg@aeb.com

AEB (Asia Pacific) Pte Ltd
1 North Bridge Road | #14-01 High Street | 179094 Singapore
info.g@aeb.com | www.aeb.com/sg-en/contact/