

# IT Infrastructure Analyst

## Descrição da função

### Purpose:

The purpose of the IT Infrastructure Analyst role is to ensure the seamless operation and maintenance of the local IT infrastructure. This includes supporting and managing computer systems, servers and storage, networks as well as other IT-related equipment such as printers, backup devices, mobile devices, plant systems and barcode scanners.

The IT Infrastructure Analyst will play a critical role in troubleshooting issues, implementing solutions, and ensuring optimal performance and security of all IT systems within the organization.

### User Support:

- Assist employees with IT-related issues, providing timely and effective solutions.

### Hardware Support:

- Provide support and maintenance for all computer systems, servers, storage, mobile devices, printers, barcode scanners, backup devices and other related equipment.

### Software Management:

- Install, update and manage OS, software and ensure that all systems are running the latest fixes and versions.

### System Administration:

- Maintain and manage all IT infrastructure systems using Continental's Standard system administration tools for example Active Directory, Ivanti LANDesk, Intune, SOTI, Veeam and etc.

### Security Management:

- Implement and maintain security fixes to protect company data and IT systems from cyber threats.

### Network Support:

- Configure, monitor, and troubleshoot network devices, including routers and switches, to ensure network availability and reliability.

### Data Centre:

- Support Data Centre issues and activities.

### Documentation:

- Maintain accurate records of IT systems, configurations, and



Identificação da vaga  
**REF92314G**

Local  
**Petaling Jaya**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Onsite Job**

Pessoa jurídica  
**Continental Tyre PJ Malaysia Sdn. Bhd.**

procedures.

#### **Compliance:**

- Ensure all IT practices comply with company policies and regulatory requirements.

#### **Continuous Improvement:**

- Stay updated with the latest technology trends and recommend improvements to enhance the efficiency and effectiveness of IT operations.

#### **Service Delivery (ITSM):**

- Participate in Service Desk, Incident, Change and Problem Management activity.

### **Requisitos**

- Diploma/Bachelor's degree in Information Technology, Computer Science, Engineering or a related field.
- More than 3 years of experience working in any Information Technology area.
- Experience with IT Hardware Troubleshooting (HP, Dell etc.).
- Experience with Desktop and Server Management (OS, Active Directory, Software Deployment, Remote Control, Asset Management, Print Management, and etc.).
- Experience with MS 365 (Outlook, OneNote, MS Team, OneDrive etc.).
- Knowledge about IT Service Management (ITSM) concepts and processes.
- Basic Network knowledge and hands on support experience (WAN, SD WAN, Firewall, Topology, Cabling, Fibre, etc.).
- Experience in implementing IT Projects.
- Strong Sense of Teamwork & Problem Solving.

### **O que oferecemos**

Ready to drive with Continental? Take the first step and fill in the online application.

### **Quem somos**

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2024, Continental generated sales of €39.7 billion and currently employs around 190,000 people in 55 countries and markets.

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and

tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.