



www.suite250.com.au

Position Description - **Junior IT Technician (Malaysia)**

Suite250 Pty Ltd - **Melbourne, Victoria, Australia**

6 Month Contract → **Opportunity for ongoing employment**

Suite250 is a Melbourne-based technology services company expanding our operational capability into Malaysia. We are seeking a motivated Junior IT Technician to support our Australian customers remotely. This is an excellent opportunity for a developing technician to gain real world experience with potential for long term employment.

About the Role

You will work remotely from Malaysia, providing technical support, hardware configuration, and general IT assistance to clients across Australia. Work hours must align with Melbourne business hours. Plenty of on-the-job training will be provided.

Working Hours

Melbourne operates 3 hours ahead of Malaysia with daylight savings time in operation currently (AEDT)

Required Malaysian hours: 6:00am – 2:00pm MYT Summer (October - April) which will change to 7:00am - 3:00pm MYT during Winter (April - October)

Key Responsibilities

- Provide first level support for Australian customers via phone, email, and remote tools (ManageEngine ServiceDesk/Teamviewer)
- Perform Windows workstation setup, imaging, configuration, and troubleshooting
- Assist with basic network diagnostics and setup (Ethernet, WiFi, Routers, Switches)
- Help customers with Microsoft Office (Outlook, Word, Excel, etc.)
- Support end users with Apple and Android mobile devices
- Document issues, solutions, and standard procedures
- Work effectively in a remote first environment

Contract
6 months initially
Strong performers will
be offered ongoing
employment

Key Selection Criteria

Required

- Excellent written and spoken English (client facing communication)
- Ability to work from home with stable broadband
- Ability to work 6am–2pm/7am–3pm Malaysia time to match Melbourne timezones
- Familiarity with Windows hardware (PC builds, upgrades, repairs)
- Experience installing and configuring Windows OS
- Confidence with Microsoft Office apps
- Basic networking knowledge (ethernet, WiFi, router setup for home broadband)
- Strong work ethic and a demonstrated desire to learn
- Experience with Apple iOS and Android setup for end users

Compensation
RM 4,000 – RM 5,000
per month cash
payment on
6 month contract
RM 5,000+ per
month available for
full time positions
thereafter

Good to Have

Experience with Unix based systems (macOS, Linux)

Experience with Microsoft 365 administration, especially:

- Exchange Online
- Entra ID (Azure AD)
- SharePoint
- Purview policies

Apply here:
<https://forms.office.com/r/82LhBmfyCA>

Or by scanning this QR Code

