Senior Field Support Specialist - Brunei

Our company

We excel in providing security technology solutions. We offer integrated telecommunications and security systems. Through decades of experience in industry, we are a leader in critical infrastructure protection, implementation of tactical telecommunications systems for Defense, and implementation of complex telecommunications and security solutions in the energy sector.

Work position

We are looking for:

A specialist that will assist Client teams with IT/network monitoring and maintenance, including fault diagnosis, support Client operational teams with configuration and system operations. Someone that will be able to perform on-site interventions and coordinate with hotline support when required and deliver refresher operational training when possible. When required they must provide on-the-job training (OJT) for maintenance personnel and document any additional OJT performed Repair of Replacement of fault units

Expected activities:

The role includes the following activities:

- Provide first-line technical assistance to onsite personnel and system users.
- Perform basic diagnostics and troubleshooting on IT, network or equipment-related issues
- Manage service requests, incident reports and escalation to higher support tiers when necessary.
- Support installation, configuration and replacement of hardware/software components.
- Monitor system performance indicators and promptly report abnormal conditions.
- Maintain accurate records of support activities, interventions and resolutions.
- Collaborate with engineers, supervisors, and remote support teams to resolve technical issues efficiently

Requirements and skills:

- At least 5 years' experience in systems/network engineering or technical support roles
- Previous experience in international assignments or remote project sites.
- Familiarity with ticketing systems, remote support tools, or system-monitoring platforms Technical skills in:
- *Network & Cybersecurity:* solid hands-on expertise with Cisco network equipment, including configuration, testing, VLAN segmentation, and consistency checks across hybrid environments. Ability to validate backbone connectivity, review network configurations with admin privileges, and conduct malware-detection tests (e.g., EICAR), analyzing related security logs and alerts.
- *Windows & Infrastructure Management:* proficiency with Windows Server 2022 and Windows 11, including authentication log auditing (Event Viewer), troubleshooting Outlook connectivity, and configuring network peripherals. Strong understanding of multi-site Active Directory infrastructures, user and group management (RBAC), and validation of key Group Policies such as MFA, device-write restrictions, service enable/disable rules, and lockout policies. Experience with ManageEngine AD Manager for AD and GPO administration.
- *Virtualization & Hardware Platforms:* practical experience with VMware environments (vCenter, vSphere, ESXi), including verification of Distributed Virtual Switch setups and VLAN mappings. Competence in server and storage management through Dell iDRAC and Unisphere, covering firmware/BIOS checks, boot configuration, service hardening, and disk-encryption validation.
- *Database, Storage & Time Services:* ability to review access controls in SQL Server Management Studio (SSMS) and apply secure-deletion procedures (e.g., sdelete64.exe). Capable of validating NTP server operations, ensuring sensor synchronization, and diagnosing timing issues through Windows w32tm commands.

More infos

What we offer:

- Contract and compensation: 1-year contract (working on-site)
- Start Date: end of 2025

- Work Schedule: Full-time, resident

- A dynamic and welcoming work environment

- Ongoing training and professional development

If you are interested in the opportunity and want to be part of our team, apply now!