



Q EXPRESS LINE SDN BHD (670050-P)  
QEL SHIPPING SERVICES SDN. BHD. (502696A)  
(a subsidiary of LKC Holdings)

## POSITION DESCRIPTION

Department:	<b>MANAGEMENT</b>
Position Title:	<b>IT &amp; ADMIN EXECUTIVE</b>
Reports To:	CEO / GENERAL MANAGER / SUPERIOR AS ASSIGNED
Position Supervises:	N/A

### 1. POSITION SUMMARY

Key coordinator responsible for managing and maintaining computer systems, providing technical support to staff, maintaining records and databases, assisting with administrative tasks, and developing and implementing policies and procedures related to IT and administrative functions.

### 2. FUNCTIONS AND ACCOUNTABILITY

#### **IT & Admin**

Responsibilities and functions include following but not limited to:

- **IT Support:** Provide technical assistance and support to employees in troubleshooting hardware, software, and network issues.
- **System Maintenance:** Maintain and update computer systems, software, and servers to ensure smooth operations and optimal performance.
- **User Account Management:** Manage user accounts, permissions, and access rights for various systems and applications.
- **Vendor Management:** Serve as the main point of contact between the company and IT vendors, ensuring effective communication, timely resolution of issues, and adherence to service level agreements.
- **Documentation and Reporting:** Maintain accurate records of IT assets, licenses, and warranties. Generate reports on system performance, maintenance activities, and IT-related expenses.



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### 3. EDUCATION, EXPERIENCE & SKILLS REQUIREMENTS:

#### *EDUCATION & EXPERIENCE:*

- Possess at least a Professional Certificate in Computer Science / Information Technology or equivalent.
- Min 2 years' experience in the related field.
- Strong technical skills and experience with a range of software and hardware, including Microsoft Office, networking, and troubleshooting.
- Excellent communication and interpersonal skills, with the ability to work effectively with staff at all levels of the organization.

#### *SKILLS & BEHAVIOURS*

- Good command of English – both written and spoken
- Meticulous and systematic in process of carrying out task(s)
- Ability to work under pressure and independently
- Motivated and enthusiastic team player – willingness to help out wherever possible and motivate others.
- Hands on and “Can do” attitude

### 4. PRINCIPAL WORKING RELATIONSHIPS

#### *INTERNAL*

- CEO / HOD
- Relevant QEL Shipping Staff

#### *EXTERNAL*

- Vendors
- Service providers

[APPLY](#)