



## Systems Support Officer- Web Services, ABU Technology - IT

### Position Summary

|                |                                                |
|----------------|------------------------------------------------|
| Position Title | : Systems Support Officer – Web Services       |
| Tenure Status  | : Contract Appointment                         |
| Section        | : IT                                           |
| Department     | : ABU Technology & Innovation                  |
| Location       | : Based at the ABU Secretariat in Kuala Lumpur |

### About the ABU

The Asia-Pacific Broadcasting Union (ABU) is an international organisation with a mandate to assist the development of broadcasting in the region. The Union was established in 1964 as a not-for-profit, non-government, non-political, professional association and promotes the collective interests of television and TV broadcasters as well as key industry players and facilitate regional and international media co-operation. It has over 224 members located in more than 60 countries around the world and services these members from the Secretariat, based in the Angkasapuri compound in Kuala Lumpur.

The Secretariat has some 45 staff led by senior experts in the fields of technology, programming, news and sports broadcasting development.

### Job Summary

The **Systems Support Officer – Web Services** supports the operation, maintenance, and service improvement of web services, applications, systems, and related IT platforms. The role provides technical support, monitors system performance and availability, performs routine system administration and maintenance, supports deployments, and maintains technical documentation to ensure reliable and secure service delivery.

The role operates across a range of technologies and platforms, including Linux, Apache, PHP, MySQL/MariaDB, AWS, WordPress, S3, RDS, ITSM/CMDB, and related web infrastructure and security tools.

### Reporting Relationships

|                          |                                                                                                                             |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Reports to               | : Manager, IT                                                                                                               |
| Functional Relationships | : Director, Technology and Innovation and of other departments and Heads of other functional units within the organisation. |

For more information, please visit ABU's website [www.abu.org.my](http://www.abu.org.my)

### Responsibilities and Duties

- Provide day-to-day technical support for ABU's web services, applications, systems and related IT platforms, including receiving, prioritising, troubleshooting and resolving user requests through the helpdesk or service management system.
- Assist in the administration, monitoring and maintenance of web hosting environments, servers, databases, applications and associated infrastructure to ensure availability, performance, security and reliability.
- Support the deployment, configuration, and routine maintenance of websites, web applications, open-source solutions and cloud-based services, including staging and production environments where applicable.
- Carry out regular system checks, updates, backups, patching and basic security controls in line with organisational procedures and good IT practice.
- Maintain accurate records of incidents, service requests, system configurations, assets, changes and technical documentation to support effective tracking, reporting and knowledge sharing.
- Monitor system and service performance, identify recurring issues, escalate complex matters when required, and recommend practical improvements to enhance service quality, efficiency and reliability.
- Coordinate with internal users, technical colleagues, vendors and other departments to communicate service updates, maintenance activities, outages, resolutions and follow-up actions clearly and promptly.
- Support compliance with relevant organisational policies, procedures and standards relating to information security, data protection, system access, change control and operational documentation.
- Undertake any other related duties assigned by the Manager, IT or the Director, Technology and Innovation to support ABU's technology operations and organisational objectives.

## Qualifications

### Mandatory

1. Diploma or Bachelor's degree in Information Technology, Computer Science, Information Systems, Software Engineering, or a related discipline.
2. 2–3 years of relevant experience in IT support, systems support, web services, application support, system administration, or a similar technical support role.
3. Working knowledge of operating systems, web hosting environments, databases, networks, cloud services, and common IT infrastructure.
4. Experience handling technical support requests, troubleshooting issues, recording and tracking incidents, escalating complex problems, and following up on service requests through a helpdesk or IT service management process.
5. Ability to support the deployment, configuration, and routine maintenance of websites, web applications, open-source solutions, cloud services, and related systems.
6. Basic understanding of IT security and operational practices, including access control, backups, patching, SSL certificate management, and secure system administration.
7. Ability to maintain accurate technical documentation and system records, including asset, configuration, change, and operational information.
8. Good analytical, troubleshooting, communication, and coordination skills, with the ability to work effectively with technical and non-technical users.
9. Good written and spoken English.
10. Willingness to work outside regular office hours when required for scheduled maintenance, upgrades, urgent support, or issue resolution.

### Desirable

1. Experience with Linux-based systems, web servers, database administration, cloud platforms would be an advantage. (Linux/LAMP/AWS environment)
2. Familiarity with IT service management, asset management, monitoring tools, reporting dashboards, or ticketing systems.(ITSM/CMDB)
3. Exposure to web security tools, vulnerability management, firewall/web application firewall (WAF) concepts, access management, or compliance-related IT controls.
4. Relevant professional certification, training, or practical exposure in IT support, cloud services, cybersecurity, networking, systems administration, or service management.
5. Demonstrated willingness to learn, adapt to new technologies, and contribute to continuous improvement of IT services and operational processes.

### Personal Skills

1. Able to organise, prioritise and complete tasks within agreed timelines, including during periods of high workload or urgent support needs.
2. Independent, proactive, punctual, service-oriented and able to work with minimum supervision.
3. Ability to communicate respectfully and work effectively with colleagues and users from diverse cultural and professional backgrounds.

## Applications

You application should accompany the following:

1. Completed Job Application Form.
2. Detailed CV listing the work history and academic qualifications including two referees.
3. Cover letter (maximum 1200 words) outlining why the candidate believes they can successfully fill this role.
4. Copies of Educational/Academic certificates and other documents to support your application.
5. Recent photograph (passport size, not older than six months from application date).

*Please note that only shortlisted candidates will be notified via email.*

*The deadline for applications is 8/10/2026, and should be sent via email to the Human Resource Department at: [hr@abu.org.my](mailto:hr@abu.org.my)*