

Internship – IT Support / NOC & SOC Operations

Description

We are looking for a motivated **Internship Student** to support our technical support team in daily operations. This role provides hands-on exposure to IT troubleshooting, ticketing systems, and NOC/SOC SLA monitoring in a real-world production environment.

Job Description

The intern will assist the support team in handling technical issues, managing support tickets, and monitoring service performance to ensure SLA compliance. This is an excellent opportunity to gain practical experience in IT operations, NOC/SOC processes, and enterprise support environments.

Responsibilities

- Assist the support team in **basic troubleshooting** of system, network, and application issues
- Log, update, and track issues using the **ticketing system**
- Monitor **NOC/SOC dashboards** and service alerts
- Track and report **SLA compliance** and incident status
- Escalate issues to relevant teams when required
- Assist in documentation and operational reporting
- Perform other support-related tasks as assigned

Qualifications

- Candidate must possess or is currently pursuing a diploma or Bachelor's Degree in Computer Science/Information Technology or equivalent. **Candidate must able to operate linux command and upload below training course completion proof as attachment.**

Job Benefits

- Internship allowance.
- Candidate with great potential will be sponsored for official IT training course with certification.

Hiring organization

Netwiz Sdn Bhd

Employment Type

Intern

Duration of employment

Minimum 5 months

Job Location

D-26-08 Menara Suezcap 1, 59200, Bangsar South, Kuala Lumpur, Malaysia

Working Hours

Morning, Day or Night shift

Date posted

26/10/2026