



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
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 230 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 35 staff led by senior experts in the fields of technology, programming, news and sports broadcasting development.

Job Summary

The Systems Support Officer – Web Services (SSO-WS) assists in the maintenance, deployment, and monitoring of the organization's web infrastructure, AWS environment, and IT service management system. This role involves responding to web-related support requests, managing LAMP-based systems, deploying infrastructure for new services or applications, and deploying web applications for projects using open-source solutions. The officer also ensures system reliability, security, and compliance to support the delivery of efficient and secure web services.

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

Responsibilities and Duties

A. Web Services Helpdesk Support

- Handle helpdesk tickets related to web services managed by ABU (sites, application, etc).
- Identify, troubleshoot, and resolve common web application issues faced by user.
- Monitor site performance and security, ensuring uptime.
- Document incidents and changes in the help desk system with proper tracking.
- Coordinate with technical teams and communicate maintenance or outage notices.
- Identify recurring issues and suggest improvements to enhance service reliability.

B. LAMP Environment Maintenance & Deployment

- Manage Linux servers, Apache, MySQL and PHP environment.
- Monitor and apply regular patches and security updates for OS and supporting services.
- Diagnose and resolve environment or application issues, ensuring high availability.
- Manage web application installation, operation and routine maintenance.
- Maintain configuration documentation, automate routine tasks, and support process improvements.

C. AWS/Cloud Infrastructure Monitoring & Deployment

- Deploy, configure, monitor, and maintain cloud instances with regular updates and backups.
- Deploy and maintain web applications (e.g., WordPress, LAMP) and manage staging/production environments.
- Use metrics and monitoring tools for performance tuning and capacity planning.
- Connect with S3, Route 53, CloudFront, and RDS for extended functionality.
- Maintain system documentation and continuously improve reliability and performance.

D. ITMS/CMDB Portal Administration.

- System and Access Management – Administer users, groups, and profiles; manage entity structures, and ensure stable system performance.
- Asset and CMDB Maintenance – Keep configuration items and asset records accurate, up to date, and properly linked to tickets and services.
- Change and Deployment Support – Update asset and CMDB data in line with change requests, releases, and new deployments.
- Customize ticket categories, forms, notifications, and business rules to match organizational needs.
- Create and maintain reports and dashboards for asset tracking, service performance, and compliance monitoring.
- Continuous Improvement – Optimize configurations, enhance automation, and improve data quality and process efficiency.

Qualifications

Mandatory

1. Diploma or Bachelor's degree in Information Technology, Computer Science, or a related field.
2. 2–3 years of experience in IT support, web hosting, or system administration
3. Working knowledge of Linux-based environments and the LAMP stack (Linux, Apache, MySQL/MariaDB, PHP).
4. Experience handling helpdesk or technical support requests related to web services.
5. Familiarity with AWS cloud services such as LightSail, EC2, S3, and RDS.
6. Ability to deploy and configure web applications using open-source solutions.
7. Understanding of web security practices, including SSL management and access control.
8. Ability to maintain accurate documentation of systems, configurations, and updates.
9. Proficiency in English, both written and verbal; ability to communicate clearly with technical and non-technical users.
10. Willingness to work outside regular hours when required for maintenance or issue resolution.

Desirable

1. Experience in deploying and managing web applications within LAMP or AWS environments.
2. Familiarity with open-source tools and frameworks used in web or system operations.
3. Knowledge of web security practices, including SSL management, ModSecurity, and WAF configuration.
4. Strong analytical and documentation skills with attention to detail.
5. Demonstrated willingness to learn and adapt to new open-source or cloud technologies.
6. Ability to work collaboratively within a team-oriented environment.

Personal Skills

1. Ability to organise and prioritise work and complete tasks under tight timelines.
2. Independent, proactive, punctual and able to work with minimum supervision.
3. Ability to manage multicultural staff.

Applications

Your 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 **24/4/2026**, and should be sent via email to the Human Resource Department at: hr@abu.org.my*