

### SENARAI SOKONGAN TEKNIKAL DAN PERKHIDMATAN

**Arahan Kepada Penyebutharga :**

Penyebutharga mestilah memberikan senarai sokongan teknikal dan perkhidmatan dalam projek ini beserta resume pegawai yang terlibat. Sertakan juga sijil kelayakan tertinggi pegawai yang terlibat.

Bil.	Sokongan teknikal dan perkhidmatan	Nama Pegawai Terlibat	Jawatan	Kelayakan
1.	Database Support Engineer	Nur Shahirah binti Ahmad	Application / Database Support Engineer	Diploma / Ijazah Teknologi Maklumat / Sains Komputer, berpengalaman sokongan sistem & pangkalan data
2.	Lead System/Application Support Engineer	Mohd Fazron bin Haron	Application Support Lead	Ijazah Sarjana Muda Teknologi Maklumat (UKM), pengalaman >10 tahun sokongan aplikasi hospital
3.	System/Application Support Engineer 1	Rahimah binti Abdul Latiff	Application Support Engineer	Diploma / Ijazah Teknologi Maklumat, pengalaman sokongan sistem aplikasi
4.	System/Application Support Engineer 2	Nik Norizon binti Ghazali	Application Support Officer	Diploma Teknologi Maklumat

5.	System/Application Support Engineer 3	Khairunnisa Najiha binti Abdul Karim	Application Support Engineer	Ijazah Sarjana Muda Sains Komputer (UiTM), pengalaman HIS & MySQL
6.	System/Application Support Engineer 4	Shukrina Syuhida binti Shukor	Technical Support Officer	Diploma / Ijazah Teknologi Maklumat
7.	Lead Technical Support Engineer	Muhamad Saufi bin Seth	Technical Support Team Lead	Ijazah Sarjana Muda Teknologi Maklumat (UniKL), pengalaman infra & server
8.	Technical Support Engineer	Muhammad Shazmi bin Zainal Abidin	Technical Support Engineer	Diploma Networking & System Administration, Sijil Kemahiran Tahap 3, pengalaman infra IKN
9.	ICT Support Technician 1	Annur Anis Syamimi binti Hamzah	Technical Support Officer	Ijazah Sarjana Muda Pengkomputeran Perniagaan (UiTM), pengalaman sokongan teknikal
10.	ICT Support Technician 2	Muzaffar Fahmy bin Mustaffa	Technical Support Officer	Diploma Teknologi Maklumat, pengalaman

				helpdesk & pemantauan server
11.	ICT Support Technician 3	Mirza Syahmi bin Rahamat	Technical Support Officer	Diploma Kejuruteraan Teknologi (IT), pengalaman helpdesk & sokongan pengguna
12.	ICT Support Technician 4	Ikhwan Mifzal bin Ahmad Relauddin	Technical Support Officer	Diploma Networking System, pengalaman >8 tahun helpdesk & kepimpinan pasukan
13.	Lead Helpdesk Customer Service	Muhammad Zaa'im Adli bin Razali	Helpdesk Customer Service Officer	Diploma (UTeM), pengalaman helpdesk & server monitoring
14.	Helpdesk Customer Service 1	Nik Roslaili binti Nik Man	Helpdesk Officer	Diploma UiTM, pengalaman helpdesk & sokongan pengguna
15.	Helpdesk Customer Service 2	Marzawinda binti Jantan	Helpdesk Officer	Pengalaman luas helpdesk KKM & Institut Kanser Negara
16.	Helpdesk Customer Service 3	Muhammad Khusaini bin	Helpdesk Officer	Pengalaman helpdesk, pemantauan server &

		Yusof		pengurusan aduan pengguna
17.	Helpdesk Customer Service 4	Mohamad Faiz Bin Azial	Helpdesk Customer Service Officer	Ijazah Sarjana Muda Teknologi Maklumat (sedang berjalan), Diploma HR Cybernetics, pengalaman >8 tahun IT Support & troubleshooting

CATATAN : Jika ruang tidak mencukupi , sila gunakan lampiran tambahan.