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### Customer Services Opportunities

Infrastructure Customer Service consists of a dynamic team of individuals who provide IT support services by interacting closely with ExxonMobil customers on a global scale. Although, experience is not a pre-requisite for this job, people who join us have the opportunity to develop their soft-skills and interpersonal skills while acquiring technical knowledge in a multitude of platforms and applications. This can help pave the way for greater job advancement or recognition in the IT industry.

The list of services includes:



**Helpdesk** - First point of contact to address customer problems related to End User Computing tools and services. Support is provided in several

languages, namely English, Japanese, Thai and Mandarin. Fluency in language and good telephone etiquette are essential attributes of a candidate for this job.

**Access Administration** - Provides systems and applications access privileges on various platforms such as LAN, Lotus Notes, VPN, Mainframe, SAP/R3 and Mid-Range. Offers opportunity to gain knowledge and experience on multiple technologies and applications.

**Global Security Monitoring** - Reviews and verifies Audit Logs on changes performed using privilege IDs on servers to ensure compliance with the ExxonMobil Security & Control principles. The scope of service covers Asia Pacific, Europe, Africa & Middle East, America and South America.

**Support Services** - Provides support services to Helpdesk and Access Administration which include Quality Assurance, Training, Problem & Change Management, Service Quality and Data Management.



### Start Your Career in IT at ExxonMobil

Your initial assignments within IT typically involve applications development services, computing infrastructure, data management, and user support, and could be in any area described in this brochure. Your supervisor will try to match your assignments with your interests, academic background, and experience. You will be expected to accept responsibility early and to work on global, virtual teams. A Technical Mentor will be assigned to help you get started, and you will be working beside more experienced staff members who are eager to support and help you along the way.

#### Chandran Anamalai; BSc Computer Science, Universiti Sains Malaysia



"In my 19 years with ExxonMobil, I have had the opportunity to work in Information Systems Projects, Application Support, Operations, International Assignment, Audit, Security & Controls and Infrastructure Customer Service.

All these different assignments show the diversity of exposure and experience that I have gained from ExxonMobil. I have always admired the integrity, reputation and the highest order of principles and values of this organization which makes it a good corporate citizen."

## Information Technology Careers at ExxonMobil

[www.exxonmobil.com/careers](http://www.exxonmobil.com/careers)

### If you are:

- A technical visionary
- An effective leader
- A strong analytical and conceptual thinker
- Results-oriented
- An excellent communicator
- Creative and innovative
- Flexible & geographically mobile
- Ready to take on the world's toughest energy challenges

**Come Join ExxonMobil for a World of Opportunities...**

**Find out more at:**  
[www.exxonmobil.com/careers/my](http://www.exxonmobil.com/careers/my)

### Location:

- ExxonMobil Business Support Centre Malaysia Sdn Bhd, Kuala Lumpur, Malaysia

While ExxonMobil is known primarily as an oil company, most do not realize that embedded within that huge enterprise is one of the world's largest Information Technology (IT) organizations. The ExxonMobil Business Support Centre in Malaysia, which started operations in September 2004, is one of the Business Support Centres that hosts the company's IT organization and provides support across the globe.

More than 650 employees based in Kuala Lumpur provide project management, infrastructure, applications and customer service support to ExxonMobil's affiliates all over the world. We work in partnership with our clients in ExxonMobil's business units, which explore for, develop,



produce and market petroleum and petrochemical products. Our goal is to be the undisputed industry leader in leveraging Information Technology to enable business success.

Our computing infrastructure work includes LANs, WANs, all sizes and types of servers, and a wide variety of PC hardware and software. IT is also tasked with the design, development, and support of business applications solutions to meet the needs of the petroleum and petrochemical customers worldwide. We are also involved in the design, development and support of technical and scientific applications that enable ExxonMobil's exploration, production, development and research activities.

If you are looking for a career that includes a variety of computing challenges and the opportunity to support diverse global businesses, then a career in IT at ExxonMobil is the place for you.

### EXXONMOBIL SUBSIDIARIES IN MALAYSIA

ExxonMobil Exploration and Production Malaysia Inc.  
Esso Malaysia Berhad  
ExxonMobil Malaysia Sdn. Bhd.  
ExxonMobil Borneo Sdn. Bhd.  
ExxonMobil Manufacturing Malaysia Sdn. Bhd.  
ExxonMobil Business Support Centre Malaysia Sdn. Bhd.  
ExxonMobil Services (Labuan) Limited  
ExxonMobil Chemicals Malaysia Sdn. Bhd.



# ExxonMobil

Taking on the world's toughest energy challenges.



### Infrastructure Opportunities

ExxonMobil data centers are among the largest and most efficient of their kind, capable of processing hundreds of millions of computer instructions per second. Located in key sites around the world, these centers provide the computing and communications foundation for tens of thousands of users. As an analyst in Infrastructure, your assignments, just to name a few, could involve:

- Monitoring corporate servers across the world in coordination with two other teams in different time zones to provide 24/7 coverage
- Protecting corporate networks from hackers and virus attacks
- Supporting international data and telecommunications networks
- Enabling internet, intranet, and e-business connectivity
- Participating as a member of a worldwide team in new infrastructure projects
- Supporting retail store networks
- Providing email and collaboration tools for worldwide use
- Supporting automation tools for managing terabytes of stored data
- Installing, configuring, and supporting servers and mainframes that house thousands of key business applications and databases
- Supporting globally standard configurations for desktops and laptop workstations
- Windows and UNIX server and desktop support
- Supporting dual-processor LINUX clusters totaling over 800 nodes, (over 1600 processors) for seismic processing, reservoir simulations and break-through Upstream research work



#### Natasha Noor Roslan; Electrical & Electronics Engineering (Hons), Universiti Tenaga Nasional



"The second I heard the name ExxonMobil, I knew this is where I wanted to work. The experience of working in ExxonMobil exceeded my expectations. There is tremendous opportunity to grow even for fresh graduates. Working in a global organization, meeting people from different parts of the world, learning about new cultures has kept a constant pressure to stay competitive and that's challenging and exhilarating at the same time. It has really opened my eyes to different viewpoints"

### Business Application Opportunities

As an analyst in Business Applications, a new employee will quickly assume responsibility in assisting with applications support for ExxonMobil's worldwide business. You are encouraged to "dive-in" to your first assignment and apply your technical knowledge of software and hardware products to develop applications solutions for real problems. You will have the opportunity to work hand-in-hand with a team of high-caliber professionals from around the globe to meet these challenges. A wide variety of assignments await you, which could include: databases

- Consulting with business partners to design an application enhancement that solves a complex business problem
- Writing interfaces to link purchased software products together
- Structuring SAP modules for the latest corporate initiative
- Testing and coordinating upgrades to software products
- Analyzing global application performance and resolving critical problems
- Managing and supporting large databases

#### Jun Haan Too; Software Engineering, Multimedia University



"Work at ExxonMobil is globally diverse, fun and exciting. I have worked on projects in Houston, been to Fairfax, supported users as remote as Equatorial Guinea and collaborated with affiliates in Doha, Qatar. Perhaps the most important factor in my decision to work at ExxonMobil was the amount of

responsibility given to graduates. Just two months on the job and I was given the task of extending a billing system that bills out millions of dollars every month, so you can imagine having to ensure the margin of error is zero to none. Needless to say, it was an educational experience like no other."