



PR/116216 | IT Support Learning and Training

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1504380

Industry

Railway, Airline, Other Transport

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 10:51

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Title: IT Support Specialist

Location: Bangkok (Pattanakan Rd)

Job Type: Full-Time

JAC Recruitment is partnering with one of the leading Automotive companies to identify a highly qualified candidate for the IT Support position. The company is expanding its development team and is focused on leveraging cutting-edge technologies to drive business growth.

If you are interested, please review the detailed job description below.

Job Summary: The IT Support Specialist will be responsible for providing technical assistance and support to end-users, troubleshooting hardware and software issues, and ensuring the smooth operation of our IT systems. The ideal candidate will have strong problem-solving skills, excellent communication abilities, and a passion for technology.

Key Responsibilities:

- Provide first-level support to end-users via phone, email, or in-person.
- Diagnose and resolve hardware, software, and network issues.
- Install, configure, and maintain computer systems and applications.
- Assist with the setup and maintenance of IT equipment, including desktops, laptops, printers, and mobile devices.
- Manage user accounts and access permissions.
- Document and track support requests and resolutions using a ticketing system.
- Collaborate with other IT team members to address complex issues and implement solutions.
- Conduct regular system updates and maintenance to ensure security and performance.
- Provide training and support to end-users on IT-related topics.

Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent experience).
- Proven experience in an IT support role.
- Strong knowledge of Windows and Mac operating systems.
- Familiarity with network protocols and troubleshooting.
- Experience with Microsoft 365, including Outlook, SharePoint, and OneDrive.
- Experience in ticketing systems for tracking support requests.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- **Good communication skills in Thai, English, both written and verbal.**

Company Description