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JAC Recruitment — We are recruitment specialists around the globe — Thailand

PR/116163 | IT Support (Eng skill)

Job Information

Recruiter
JAC Recruitment Thailand

Job ID
1513319

Industry
Railway, Airline, Other Transport

Job Type
Permanent Full-time

Location
Thailand

Salary
Negotiable, based on experience

Refreshed
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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