



PR/094574 | IT Service Desk (HSK / Mandarin / Chinese)

## Job Information

### Recruiter

JAC Recruitment Vietnam Co., Ltd

### Job ID

1522216

### Industry

IT Consulting

### Job Type

Permanent Full-time

### Location

Vietnam

### Salary

Negotiable, based on experience

### Refreshed

April 15th, 2025 16:00

## 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

### Company and job overview

Our client is an IT company.

### Job Responsibilities

- Serve as the initial point of contact for technical support requests via phone, email, and support tickets.
- Collaborate with team peers to provide best-in-class customer service for aligned tasks.
- Provide first-line support for a variety of IT issues including hardware, software, network, and application-related problems.
- Should have a basic understanding of Major Incident Management (MIM).
- Experience with tools like ServiceNow, Genesys, BeyondTrust (Bomgar).

### Job Requirements

- 2-7 years of experience in Service Desk/Technical Support.
- An ITIL certification is desirable.
- Mandatory - Mandarin Language Certification: HSK Level 4+ and/or BCTL Advanced Level.
- Provide support through Calls, Emails and self-service tickets and should be willing to work in 24\*7 rotational shift environment.
- Experience with advanced Active Directory, O365, software installation, Printers and other standard applications.

- Familiarity with networking concepts such as TCP/IP, DNS, DHCP, VPN, and Wi-Fi.

#LI-JACVN

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Company Description