



## PR/094573 | Japanese IT Service Desk Analyst

### 募集職種

#### 人材紹介会社

JAC Recruitment Vietnam Co., Ltd

#### 求人ID

1522215

#### 業種

ITコンサルティング

#### 雇用形態

正社員

#### 勤務地

ベトナム

#### 給与

経験考慮の上、応相談

#### 更新日

2025年04月15日 16:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### Company and job overview

Our client is an IT company.

#### Job Responsibilities

- Serve as the initial point of contact for IT support requests via phone, email, and tickets, assisting users in both Japanese and English.
- Provide first-line troubleshooting for hardware, software, network, and application-related issues.
- Collaborate with team peers to provide best-in-class customer service for aligned tasks.
- Following internal procedures, escalate complex or unresolved issues to the appropriate L2 or L3 support teams.
- Monitor service desk queues and prioritize requests based on urgency and impact.

#### Job Requirements

- Have 2-7 years of experience in Service Desk / Technical Support (L1).
- Fluency in Japanese and English, with the ability to explain technical issues to non-technical users.
- Provide support through Calls, Emails, and self-service tickets and should be willing to work in a 24/7 rotational shift environment.
- Excellent customer service skills to support Global customers.
- Experience with advanced Active Directory, O365, software installation, Printers, and other standard applications.

#LI-JACVN

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会社説明