



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

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1522216

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02月18日 10:33

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 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

会社説明