



JAC Recruitment

We are recruitment specialists around the globe

Thailand

## PR/116982 | IT Service Specialist (Sriracha)

## Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1537148

**Industry**

Chemical, Raw Materials

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

April 30th, 2025 16:21

## 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

**Location: Sriracha Chonburi**

Overview: Our client is a leading distribution of finished petroleum product, Petroleum Oil Refinin Domestic sales and exports. They're increasing the team every year. Apply and join to be a part of their team.

**Responsibility**

- Incident and Problem Management, handle and resolve unexpected issues and identify underlying causes to prevent future issue.
- Manage and supervise the incident and problem resolution process, ensuring prompt solutions and thorough root cause analysis to avoid future occurrences

- Manage and oversee Service Level Agreements (SLAs) to ensure service delivery meets or surpasses expectations
  - Ensure IT services are clearly defined and aligned with business needs.
  - Identify areas for improvement to improve ITSM processes and to enhance efficiency, service quality, and customer satisfaction.
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- Create and deliver training programs for related staffs to enhance understanding of ITSM processes and tools

#### **Qualification**

- 5 years of work experiences as IT Service Management, IT Service Desk
- Strong in Change management, Incident & Problem, Service Tool
- Good in problem-solving skill and multi-tasking skill.
- Good English skills (TOEIC 500+)

Interested applicants, please click [APPLY NOW](#). Due to the high number of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

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Company Description