



JAC Recruitment

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Thailand

PR/116982 | IT Service Specialist (Sriracha)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1540714

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

July 1st, 2025 23:00

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

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