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PR/094908 | Desktop Support Analyst

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1544819

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Vietnam

Salary
Negotiable, based on experience

Refreshed
June 17th, 2025 10:30

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 OVERVIEW

A multinational corporation specializing in the design, manufacturing, and marketing of electrical, electronic, fiber optic connectors, coaxial and flat-ribbon cable, and interconnect systems. The company serves various markets including communications, aerospace, military, automotive, rail, transportation, and industrial applications.

JOB RESPONSIBILITIES

- End-User Support: Install, configure, and troubleshoot desktop systems, applications, and peripherals. Ensure proficiency in our core systems and applications, including Windows 10/11, Windows Server, Active Directory (AD), Microsoft 365, Fresh service ticketing, PDQ, NinjaRMM, Intune, and Autopilot.
- Technical Troubleshooting: Identify and resolve hardware and software issues promptly and efficiently. Collaborate with the IT team to escalate and address complex problems.
- System Maintenance: Conduct routine maintenance activities on desktop systems and associated hardware. Ensure antivirus and security software are up to date on all devices.
- Software Deployment: Assist in the installation, configuration, and deployment of software applications. Provide support for software updates and patches.
- Network Deployment: provide technical support and troubleshooting for network infrastructure, including routers,

- witches, firewalls, and access points. Monitor network performance and security, identifying and resolving issues in a timely manner.
- User Training: Conduct user training sessions to enhance end-users' understanding of technology. Create and update user guides and documentation.
- Asset Management: Maintain accurate records of IT assets, including desktops, laptops, and peripherals. Coordinate asset procurement, inventory management, and disposal.
- Remote Support: Provide remote assistance to off-site users, ensuring consistent support quality.
- Collaboration: Collaborate with other IT team members to address complex technical issues.
- Work closely with IT leadership to implement and improve IT processes.

- Education: Graduate of computer studies, networking, or related discipline.
- Experience: Minimum 8 years in a similar role.
- Proficiency in MS Office 365 (install, set-up and troubleshoot).
- Basic networking knowledge (DHCP, DNS).
- Proven customer service experience.
- Experience with VMware or other hypervisors.
- Knowledge of Microsoft Active Directory is preferred.
- Relevant certifications (e.g., CCNA, Fortinet NSE) are a plus.
- Intermediate hardware & software troubleshooting skills in Microsoft Windows environment preferred.
- Employment type: Permanent, Full-time.
- Workplace: Bac Ninh, Vietnam.
- Work type: Onsite.
- Competitive salary package.
- Comprehensive benefits: health, dental, vision, and traveler's insurance.
- Health Care Spending account.
- Friendly and collaborative working environment.
- Flat and transparent organizational culture.
- Opportunities for personal and professional development.
- Company Recreation Club: prize draws, BBQs, holiday parties, and more.

JOB REQUIREMENTS

BENEFITS

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

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Company Description