



PR/117419 | Senior IT Helpdesk Specialist (Contract)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1549229

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

October 28th, 2025 03:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Location: Wang Noi, Ayudhya

Overview: Our client business is about returnable packaging solution for supply chains, operating the business over 10 regions throughout the Asia Pacific. Welcome to work with the multi-national work environment!

This role is a 12-months contract and has a chance to be converted to a permanent employee.

Description

- Handle escalations from the service desk for complex or unresolved incidents, serving as the main point of contact between frontline support and engineering teams
- Ensure efficient helpdesk management and support internal users with daily technical issues across the company group

- Collaborate with infrastructure and security teams to support system updates, software patching, and deployment projects.
- Lead root cause analysis and help enhance IT support processes operations
- Act as the primary escalation point for L1 support, resolving complex technical issues related to infrastructure, applications, and user environments
- Lead and oversee troubleshooting critical incidents and coordinate with L3 team or vendors as needed.
- Identify recurring technical issues in depth and develop long-term corrective measures
- Maintain and optimize internal knowledge base on standard operating procedures (SOPs) for L1 and L2 teams
- Manage the helpdesk and resolve daily technical issues for internal users across the company group
- Support IT projects (System Upgrades, Migration and outage management)
- Travel to various sites to provide tech support across the SEA region (Malaysia, Philippine, Indonesia, Vietnam)
- Conduct users training sessions

Qualification

- Bachelor's degree in information technology, Computer Engineering, related field
- 15+ years of work experiences in Global Technical Support, IT Service Desk or related field
- Experiences in managing team.
- Experiences with Cloud Platforms (Azure/AWS), Windows Infrastructure, Virtualization (VMware/ Hyper-V), FortiGate Security device
- Experiences with Windows Server, Active Directory, Microsoft 365, and endpoint management tools.
- Strong English communication (Work with Hong Kong and SEA)
- Flexibility to support 2 sites (main in Ayudhya and 1-2 times to Bangkok office)
- Able to go overseas to support IT Tasks for regional site If requested
- ITIL Foundation certification preferred; advanced certifications (e.g., MCSA, CompTIA, Azure) are a plus.

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.

#LI-JACTH

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Company Description