



PR/095675 | Senior Technical Support

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1582535

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

May 12th, 2026 15:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Location: Ha Noi, Viet Nam

Our client is IT and technology service provider company

JOB RESPONSIBILITIES

- Act as the senior escalation contact for complex Microsoft technical issues across multiple client environments, ensuring timely and effective resolution.
- Diagnose and resolve advanced problems related to identity management, security configurations, collaboration platforms, and endpoint administration.
- Contribute to the planning, design, and delivery of Microsoft-related technical projects, including deployment, configuration, and post-implementation validation.
- Produce and maintain clear technical documentation such as implementation guides, operational procedures, knowledge base articles, and internal runbooks.
- Establish and maintain internal configuration standards, best practices, and repeatable frameworks to improve the consistency of Microsoft platform management.

- Mentor and support junior engineers through technical guidance, case reviews, and knowledge sharing to strengthen overall team capability.

JOB REQUIREMENTS AND PREFERRED QUALITIES

- Minimum 4 years of professional experience in Microsoft cloud support or administration
- Strong English communication skills and the ability to work within structured IT service management processes.
- Strong hands-on experience supporting and administering Microsoft 365 environments, including core services such as Exchange Online, Microsoft Teams, SharePoint Online, and OneDrive.
- Solid expertise in identity and access management using Entra ID (Azure AD)
- Practical experience with Microsoft Intune for device enrollment, Autopilot deployment
- Working knowledge of Microsoft Defender security tools and other Microsoft security controls used to protect identities, endpoints, and cloud services.
- Foundational understanding of Microsoft Azure, enabling effective support of cloud-based Microsoft ecosystems and related service dependencies.
- Familiarity with hybrid Microsoft environments, including on-premises technologies such as Windows Server, Active Directory, and Group Policy.

BENEFITS

- Competitive salary with bonuses
 - Premium healthcare insurance for individuals and family members
 - Opportunities for professional development and training
- Potential for career growth within a global organization

Due to the volume of applications, only shortlisted candidates will be contacted. Thank you for your interest.
#LI-JACVN

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Company Description