



PR/095693 | Service Co-Ordinator

## Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1583885

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Vietnam

**Salary**

Negotiable, based on experience

**Refreshed**

April 21st, 2026 13:00

## 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

### OVERVIEW

Location: Hanoi

The company is an Australian IT service provider with offices in Vietnam.

### JOB RESPONSIBILITIES

- Coordinate daily service desk activities to ensure smooth ticket flow, clear ownership of tasks, and timely resolution of support requests.
- Lead internal service handovers by identifying priorities, risks, and outstanding issues, and documenting updates for internal teams.
- Manage ticket triage processes by gathering missing information, routing requests appropriately, and maintaining accurate ticket records.
- Coordinate with vendors, service providers, and internal teams to track progress on incidents and ensure issues are resolved within expected timelines.

- Monitor and manage high-priority incidents, ensuring the appropriate technical teams are engaged quickly and that updates are properly documented.
- Prepare internal service summaries and operational updates for account managers to maintain awareness of ongoing client issues.
- Guide and support engineers by providing direction on ticket prioritization, workflow discipline, and documentation quality.

## JOB REQUIREMENTS AND PREFERRED QUALITIES

- Minimum 4 years of experience in IT support or service coordination, preferably within a managed service provider (MSP) or similar support environment.
- Fluency in English
- Demonstrated experience managing ticket triage, prioritization, and workflow coordination across multiple support requests simultaneously.
- Solid understanding of IT service management principles, including incident, request, change, and problem management processes.
- Familiarity with PSA or service desk tools (experience with Autotask or similar platforms is highly advantageous).
- Technical support knowledge sufficient to understand support issues and guide engineers on required information for troubleshooting or escalation.
- Strong organizational and time-management skills with the ability to handle multiple tasks and maintain service priorities.
- Excellent written communication skills for preparing clear internal summaries, incident updates, and documentation.
- Experience working with vendors and external service providers
- Formal IT credentials (Cert IV, Diploma, Degree) and industry certifications are advantageous.

## BENEFITS

- Competitive salary with bonuses and allowances
- 12 annual leaves per year
- Premium social insurance
- 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