



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

May 19th, 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

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.vn/privacy-policy>
Terms and Conditions Link: <https://www.jac-recruitment.vn/terms-of-use>

Company Description