

PR/096185 | [Hanoi] IT Service Desk support

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1609378

Industry
Bank, Trust Bank

Job Type
Permanent Full-time

Location
Vietnam

Salary
Negotiable, based on experience

Refreshed
November 3rd, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level

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 a leading Japanese bank and a globally recognized financial institution, providing a wide range of banking and financial services to corporate and institutional clients worldwide

Responsibilities

- Provide Level 1 IT Service Desk support and serve as the first point of contact for users.
- Troubleshoot hardware, software, and workplace technology issues.
- Support desktops, laptops, printers, mobile devices, and Microsoft 365 applications.
- Manage user onboarding/offboarding, account administration, and IT assets.

- Maintain documentation, ticket records, and compliance with IT policies.
- Contribute to service improvement initiatives and user experience enhancement.

Requirements

- Bachelor's degree in IT, Computer Science, Engineering, or a related field.
- At least 2 years of experience in IT Support, Helpdesk, End-User Support, or Endpoint Support.
- Experience with Windows OS, PC/laptop support, Microsoft 365, ticketing systems, and user account administration.
- Fluent English communication skills.
- Knowledge of ITIL and Incident Management is a plus.

Benefits

- Competitive salary package.
- 13th-month salary and performance bonus.
- Healthcare and accident insurance.
- Generous annual leave.
- Exposure to a structured corporate environment.

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