



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

September 22nd, 2026 14:00

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 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

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Company Description