



## PR/116982 | IT Service Specialist (Sriracha)

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメント タイランド

#### 求人ID

1540714

#### 業種

化学・素材

#### 雇用形態

正社員

#### 勤務地

タイ

#### 給与

経験考慮の上、応相談

#### 更新日

2025年06月17日 00:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### Location: Sriracha Chonburi

Overview: Our client is a leading distribution of finished petroleum product, Petroleum Oil Refinin Domestic sales and exports. They're increasing the team every year. Apply and join to be a part of their team.

#### Responsibility

- Incident and Problem Management, handle and resolve unexpected issues and identify underlying causes to prevent future issue.
- Manage and supervise the incident and problem resolution process, ensuring prompt solutions and thorough root cause analysis to avoid future occurrences

- Manage and oversee Service Level Agreements (SLAs) to ensure service delivery meets or surpasses expectations
  - Ensure IT services are clearly defined and aligned with business needs.
  - Identify areas for improvement to improve ITSM processes and to enhance efficiency, service quality, and customer satisfaction.
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- Create and deliver training programs for related staffs to enhance understanding of ITSM processes and tools

#### **Qualification**

- 5 years of work experiences as IT Service Management, IT Service Desk
- Strong in Change management, Incident & Problem, Service Tool
- Good in problem-solving skill and multi-tasking skill.
- Good English skills (TOEIC 500+)

Interested applicants, please click [APPLY NOW](#). Due to the high number of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACTH

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会社説明