

タイの求人なら JAC Recruitment Thailand

PR/117419 | Senior IT Helpdesk Specialist (Contract)

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

1549229

業種

その他 (メーカー)

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11月11日 13:00

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

無し

日本語レベル

無し

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: Wang Noi, Ayudhya

Overview: Our client business is about returnable packaging solution for supply chains, operating the business over 10 regions throughout the Asia Pacific. Welcome to work with the multi-national work environment!

This role is a 12-months contract and has a chance to be converted to a permanent employee.

Description

- Handle escalations from the service desk for complex or unresolved incidents, serving as the main point of contact between frontline support and engineering teams
- Ensure efficient helpdesk management and support internal users with daily technical issues across the company group

- Collaborate with infrastructure and security teams to support system updates, software patching, and deployment projects
- Lead root cause analysis and help enhance IT support processes operations
- Act as the primary escalation point for L1 support, resolving complex technical issues related to infrastructure, applications, and user environments
- · Lead and oversee troubleshooting critical incidents and coordinate with L3 team or vendors as needed.
- Identify recurring technical issues in depth and develop long-term corrective measures
- · Maintain and optimize internal knowledge base on standard operating procedures (SOPs) for L1 and L2 teams
- Manage the helpdesk and resolve daily technical issues for internal users across the company group
- Support IT projects (System Upgrades, Migration and outage management)
- Travel to various sites to provide tech support across the SEA region (Malaysia, Philippine, Indonesia, Vietnam)
- · Conduct users training sessions

Qualification

- Bachelor's degree in information technology, Computer Engineering, related field
- 15+ years of work experiences in Global Technical Support, IT Service Desk or related field
- · Experiences in managing team.
- Experiences with Cloud Platforms (Azure/AWS), Windows Infrastructure, Virtualization (VMware/ Hyper-V), FortiGate Security device
- · Experiences with Windows Server, Active Directory, Microsoft 365, and endpoint management tools.
- Strong English communication (Work with Hong Kong and SEA)
- Flexibility to support 2 sites (main in Ayudhya and 1-2 times to Bangkok office)
- · Able to go overseas to support IT Tasks for regional site If requested
- ITIL Foundation certification preferred; advanced certifications (e.g., MCSA, CompTIA, Azure) are a plus.

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

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.

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会社説明