



PR/094574 | IT Service Desk (Chinese Speaking)

## 募集職種

### 人材紹介会社

JAC Recruitment Vietnam Co., Ltd

### 求人ID

1549323

### 業種

ITコンサルティング

### 雇用形態

正社員

### 勤務地

ベトナム

### 給与

経験考慮の上、応相談

### 更新日

2025年07月22日 09:01

## 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

### Company and job overview

Our client is an IT company.

#### Job Responsibilities

- Serve as the initial point of contact for technical support requests via phone, email, and support tickets.
- Collaborate with team peers to provide best-in-class customer service for aligned tasks.
- Provide first-line support for a variety of IT issues including hardware, software, network, and application-related problems.
- Should have a basic understanding of Major Incident Management (MIM).
- Experience with tools like ServiceNow, Genesys, BeyondTrust (Bomgar).

#### Job Requirements

- 2-7 years of experience in Service Desk/Technical Support.
- An ITIL certification is desirable.
- Mandatory - Mandarin Language Certification: HSK Level 4+ and/or BCTL Advanced Level.
- Provide support through Calls, Emails and self-service tickets and should be willing to work in 24\*7 rotational shift environment.
- Experience with advanced Active Directory, O365, software installation, Printers and other standard applications.

- Familiarity with networking concepts such as TCP/IP, DNS, DHCP, VPN, and Wi-Fi.

#LI-JACVN

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会社説明