



PR/094908 | Desktop Support Analyst

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1549546

業種

その他（メーカー）

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09月16日 02:00

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

COMPANY OVERVIEW

A multinational corporation specializing in the design, manufacturing, and marketing of electrical, electronic, fiber optic connectors, coaxial and flat-ribbon cable, and interconnect systems. The company serves various markets including communications, aerospace, military, automotive, rail, transportation, and industrial applications.

JOB RESPONSIBILITIES

- End-User Support: Install, configure, and troubleshoot desktop systems, applications, and peripherals. Ensure proficiency in our core systems and applications, including Windows 10/11, Windows Server, Active Directory (AD), Microsoft 365, Fresh service ticketing, PDQ, NinjaRMM, Intune, and Autopilot.
- Technical Troubleshooting: Identify and resolve hardware and software issues promptly and efficiently. Collaborate with the IT team to escalate and address complex problems.
- System Maintenance: Conduct routine maintenance activities on desktop systems and associated hardware. Ensure antivirus and security software are up to date on all devices.
- Software Deployment: Assist in the installation, configuration, and deployment of software applications. Provide support for software updates and patches.

- **Network Deployment:** provide technical support and troubleshooting for network infrastructure, including routers, switches, firewalls, and access points. Monitor network performance and security, identifying and resolving issues in a timely manner.
- **User Training:** Conduct user training sessions to enhance end-users' understanding of technology. Create and update user guides and documentation.
- **Asset Management:** Maintain accurate records of IT assets, including desktops, laptops, and peripherals. Coordinate asset procurement, inventory management, and disposal.
- **Remote Support:** Provide remote assistance to off-site users, ensuring consistent support quality.
- **Collaboration:** Collaborate with other IT team members to address complex technical issues.
- **Work closely with IT leadership** to implement and improve IT processes.

- **Education:** Graduate of computer studies, networking, or related discipline.
- **Experience:** Minimum 8 years in a similar role.
- **Proficiency in MS Office 365** (install, set-up and troubleshoot).
- **Basic networking knowledge** (DHCP, DNS).
- **Proven customer service experience.**
- **Experience with VMware or other hypervisors.**
- **Knowledge of Microsoft Active Directory is preferred.**
- **Relevant certifications** (e.g., CCNA, Fortinet NSE) are a plus.
- **Intermediate hardware & software troubleshooting skills** in Microsoft Windows environment preferred.
- **Employment type:** Permanent, Full-time.
- **Workplace:** Bac Ninh, Vietnam.
- **Work type:** Onsite.
- **Competitive salary package.**
- **Comprehensive benefits:** health, dental, vision, and traveler's insurance.
- **Health Care Spending account.**
- **Friendly and collaborative working environment.**
- **Flat and transparent organizational culture.**
- **Opportunities for personal and professional development.**
- **Company Recreation Club:** prize draws, BBQs, holiday parties, and more.

BENEFITS

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#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>

会社説明