PR/095675 | Senior Technical Support

募集職種

人材紹介会社
JAC Recruitment Vietnam Co., Ltd

求人ID
1582535

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
2026年05月26日 03:00

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
流暢

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

Location: Ha Noi, Viet Nam
Our client is IT and technology service provider company

JOB RESPONSIBILITIES

- Act as the senior escalation contact for complex Microsoft technical issues across multiple client environments, ensuring timely and effective resolution.
- Diagnose and resolve advanced problems related to identity management, security configurations, collaboration platforms, and endpoint administration.
- Contribute to the planning, design, and delivery of Microsoft-related technical projects, including deployment, configuration, and post-implementation validation.
- Produce and maintain clear technical documentation such as implementation guides, operational procedures, knowledge base articles, and internal runbooks.
- Establish and maintain internal configuration standards, best practices, and repeatable frameworks to improve the consistency of Microsoft platform management.

- Mentor and support junior engineers through technical guidance, case reviews, and knowledge sharing to strengthen overall team capability.

JOB REQUIREMENTS AND PREFERRED QUALITIES

- Minimum 4 years of professional experience in Microsoft cloud support or administration
- Strong English communication skills and the ability to work within structured IT service management processes.
- Strong hands-on experience supporting and administering Microsoft 365 environments, including core services such as Exchange Online, Microsoft Teams, SharePoint Online, and OneDrive.
- Solid expertise in identity and access management using Entra ID (Azure AD)
- Practical experience with Microsoft Intune for device enrollment, Autopilot deployment
- Working knowledge of Microsoft Defender security tools and other Microsoft security controls used to protect identities, endpoints, and cloud services.
- Foundational understanding of Microsoft Azure, enabling effective support of cloud-based Microsoft ecosystems and related service dependencies.
- Familiarity with hybrid Microsoft environments, including on-premises technologies such as Windows Server, Active Directory, and Group Policy.

BENEFITS

- Competitive salary with bonuses
- Premium healthcare insurance for individuals and family members
- Opportunities for professional development and training
  Potential for career growth within a global organization

Due to the volume of applications, only shortlisted candidates will be contacted. Thank you for your interest.
#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.

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会社説明