

PR/096185 | [Hanoi] IT Service Desk support

募集職種

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

求人ID
1609378

業種
銀行・信託銀行・信用金庫

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11月03日 02:00

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
流暢レベル

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 a leading Japanese bank and a globally recognized financial institution, providing a wide range of banking and financial services to corporate and institutional clients worldwide

Responsibilities

- Provide Level 1 IT Service Desk support and serve as the first point of contact for users.
- Troubleshoot hardware, software, and workplace technology issues.
- Support desktops, laptops, printers, mobile devices, and Microsoft 365 applications.
- Manage user onboarding/offboarding, account administration, and IT assets.

- Maintain documentation, ticket records, and compliance with IT policies.
- Contribute to service improvement initiatives and user experience enhancement.

Requirements

- Bachelor's degree in IT, Computer Science, Engineering, or a related field.
- At least 2 years of experience in IT Support, Helpdesk, End-User Support, or Endpoint Support.
- Experience with Windows OS, PC/laptop support, Microsoft 365, ticketing systems, and user account administration.
- Fluent English communication skills.
- Knowledge of ITIL and Incident Management is a plus.

Benefits

- Competitive salary package.
- 13th-month salary and performance bonus.
- Healthcare and accident insurance.
- Generous annual leave.
- Exposure to a structured corporate environment.

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