

Job Title: **Technical Support Consultant (Mar 2016)**

Organizational Unit: TRG International / Customer Support / Technical Support Consultant

Career Level: Executive

Education: Bachelor's Degree

Category: Customer Support

Job Description

- Assist with the troubleshooting, installation, and implementation of computer platforms
- Support internal users with all the problems related to computer hardware and software, IT network, license, technical devices like PAPX, printer, telephone, fax, scanner, Microsoft network and LAN servers
- Receive, document and maintain a record reported trouble in internal online support systems and have proper follow up
- ERP software implementation: install, configure Software, and implement solutions at the customer requirements, help designing and running solution workshop, and training the end users
- Technical Support: offer prompt troubleshooting, solution and maintenance service to the customers (either on-site or remote support within guaranteed response time)

Job Requirements

- Bachelor Degree or above in IT, Software Engineering, Networking & Database Management
- At least 1-2 years of relevant work experience
- Relevant technical certifications: MCSA, MCSE, CCNA, CCNP are advantages
- Basic enterprise IT infrastructure, server administration, AD and Exchange administration
- Knowledge of/ experience in technical supporting ERP system is a huge advantage
- Good command of both spoken and written Vietnamese and English
- Polishing presentation skills, and comfortably present to audiences
- Excellent time management skills and ability to meet deadlines and work under pressure
- Excellent organizational and time-management skills
- Proven problem-solving skills and be an active, smart listener
- Team work, willing to learn, hardworking, “Can- do” attitude

Benefits:

- Office hours from Monday to Friday
- Friendly and supportive working environment
- Opportunities to attend company events such as Company Outing trip, Christmas Party, Corporate Social Responsibility activities
- Competitive salary and benefits scheme, 13th month salary, Red Envelop, Team entertainment
- Extra Insurance Scheme (personal accident, inpatient, outpatient, dental care)

- 16 days annual leave per year
- Additional leave on Christmas day (02 days)
- Training opportunities both soft skills and professional skills