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Working Location: Cần Thơ

Job Title: Service Help Desk

Overall Guidance

- Starting your day, review and respond to all unread emails
- All emails should be answered. No exceptions other than generic notification emails.
- Answering an email or question can be: “Let me get back to you in three business days”.

Current Tasks

- Manage Service Desk Admin Team Dashboard
- Review new internal and external tickets and assign appropriately
- Review and action on your own pending tickets
- Review and action tickets updated by customer Review tickets not updated in ten (10) days and escalate internally/update as appropriate
- Review Development tickets, follow-up with the development team and update Due Date appropriately
- Follow up on requests pending customer feedbacks (SD – Bump, Chase, Solve)
- Send start and end outage notifications
- Address System Alerts
- Create new application users
- Manage Exception Dashboard

Required Skills

- Good in english
- Ability to work independently with high self-motivation
- Self-management and good team player

Benefit:

Salary and bonus Policy

- Salary according to staff capacity
- Basic salary increase one times /year, income levels increase according to productivity and experience of staff contributing reality to the project.
- Work expenses and housing assistance, telephone and foreign language and professional certificate grants

Insurance policy and health care

- Full insurance according to the law and other types of insurance on business trips
- Annual health check at prestigious clinic with high quality.
- Accident insurance 24/7

Training and promotion policy

- skills and professional training courses for different team
- Participating in English and Japanese language classes
- Opportunity onsite Japan & Southeast Asia countries are long-term or short-term (from 1 week to several years).

Other policies

- Birthday, Mid-Autumn Festival, March 8th , October 20th , New Year gifts for employees
- Company Trip at the 4, 5 star resort.
- Many team building programs, extracurricular clubs and volunteer activities
- Participate in major company events such as Company Birthday, Year End Party.
- Support for staff in difficult circumstances

SEE DETAILS AT LINK: <https://indivisys.jp/benefits>