



TECHNICAL SUPPORT ENGINEER (O365 PREMIER)

COMPANY INTRODUCTION:

We are, iTechwx, established in mid-2022, with over 1000 employees across 3 offices within Ho Chi Minh City and 1 office in Ha Noi City. iTechwx dedicates the One-Stop Digital Transformation Service to our customers. Renowned for delivering premium IT outsourcing services exclusively tailored for Microsoft clients for 4 products: **Microsoft Dynamics 365, Microsoft Azure, Microsoft Windows Commercial, and Microsoft Office 365.**

YOU WILL:

- Reviews issues and contacts customers to understand issues.
- Ensures customers stay informed as to the status/solution of their issue. Utilizes troubleshooting tools (e.g., event logs, and performance traces) to help resolve customer issues.
- Resolves or escalates multiple and varied customer issues. Documents technical work and research.
- Analyzes problems and develops solutions for customer needs using log analysis and other proprietary tools.
- Collaborates on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve moderately complex customer issues.
- Attends readiness training and non-technical training to ensure that they become proficient in support topics. Product/Process Improvement
- Provides feedback to improve products to more senior engineers or technical advisors.
- Identifies potential defects and escalates to more senior engineers to resolve.
- Provides feedback on how to improve automated tools.
- Attends case triage meetings or case discussions to collaborate and share ideas to resolve problems

OUR IDEAL CANDIDATES:

Can be onboarded as soon as possible (Preferably within July).

Communication & Interpersonal Skills:

- **Advanced English proficiency (equivalent to IELTS 6.5 or higher).**
- Outstanding customer service skills, emphasizing empathy, patience, and active listening.

Professional Attributes:

- Passion for technology and a desire to learn and grow within the IT industry.
 - Strong problem-solving and analytical skills.
 - Ability to work independently and as part of a team.
 - Adaptability and flexibility to work in a fast-paced environment.
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Working shift:

- Fixed shift varies from 5AM - 8PM.
- 9 hours/day (including a 1-hour break), 5 days/week with 2 non-fixed days off (assigned by the manager).
- May include holiday and Tet shifts as assigned; allowances provided under labor law.
- The department head will communicate any changes to the shift or schedule

BENEFITS

- Salary at 100% during the probationary period.
- 90% contribution of the gross salary to social insurance.
- An employee who works at night (10 PM -6 AM) will be paid an additional amount of 30% of the normal salary + PVI insurance + 500,000 VND food allowance.
- 20 days leave (12 days of annual leave and 8 days of sick leave)
- Full working equipment will be provided.
- Annual Health Checkup for employees who have worked for at least 6 months from the date of signing the official labor contract.
- Activities: Birthday party, Employee engagement activities.

SALARY RANGE:

- 18,000,000 – 20,000,000 mil Gross

LOCATIONS:

- 1st Floor, S4-01 Tower, The Sun Avenue Building, No. 28 Mai Chi Tho Street, An Phu Ward, Thu Duc City

CONTACT INFORMATION

✉ Apply: tina.dao@itechwx.com - Senior Talent Acquisition Specialist (Zalo: 0368166346)

🔗 Company Website: https://lnkd.in/g_afFa5X

🔗 LinkedIn: https://lnkd.in/gGD_feh3

🔗 Facebook: <https://lnkd.in/g9NqNYBD>