amaris | inspiring change

IT Help Desk Officer

Introduction

Amaris is an independent, international Technologies and Management Consulting Group. Created in 2007, Amaris is already established in over 50 countries and supports 500 clients worldwide throughout their projects' lifecycle. Our expertise covers 5 areas of innovation: Business and Management, IT/IS, Telecom, Engineering and High Technologies, Biotech and Pharma. With 65 offices across the World, the Group offers proximity support to its clients in all their locations and many opportunities of international careers for employees.

In 2017, Amaris aim to reach a turnover of 180 million euros, 3500 employees and the ability to recruit one new employee every 5 hours. We expect to triple our workforce within the next years and reach an international leader position in independent consulting.

Working with all the latest technologies, Amaris' IT department is a dynamic and driving force for the Group. It reflects the group values through its expertise and international organization.
Due to our growing need for company expansion, that will enhance our productivity, we are looking for new **IT Help Desk Officer** for our Help Desk team. You will coordinate with a global, young and innovative team and work within an agile environment.

Job Description

As a IT Help Desk Officer, your responsibilities include (but are not limited to):

- Function as a first responder to new tickets or calls on user technical issues.
- Provide technical assistance and support for incoming queries and issues related to computer
- systems, software, and hardware.
- Respond to queries in person, over the phone or remotely.
- Ensure a positive end user experience and high end user satisfaction.
- Communicate highly technical information to both technical and non-technical users
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems.

amaris | inspiring change

Ideal candidare

- Graduated from engineering school in Computer Science or related technical discipline (or equivalent) you are looking for a career in an international environment.
- You will have around 1 year's experience as Help Desk Officer or the same position.
- Good experience with ticket system
- Excellent technical knowledge of PC and desktop hardware and internal components, operating systems and networking principles.
- Strong customer-service orientation.
- Thorough knowledge of MS Windows and MS Office.
- Collaborative across teams and are personable, helpful, and incredibly detailed.
- Experience being the "go to person" for computer questions in personal networks.
- Experience building a computer and have explored learning more about IT in free time.
- Ability to reference, understand and utilize technical manuals and procedural documentation.
- Ability to conduct research into PC issues and products as required.
- Good level of English is a big plus in order to attend meetings with other users around the world, give support to your applications, help project managers and architects take the best decision.
- An organized and rigorous person, with a certain taste for quality in work with business vision.
- Proactive, eager to learn, young and dynamic, you want to blossom contributing to a company in full expansion.
- Be passionate by development or highly motivated to improve your development skill.

Benefits

- 13th month salary
- 14+ annual leaves per year
- Private healthcare insurance, starting from your probation period
- Yearly performance appraisal
- Company trip abroad
- Teambuilding activities: Team lunch / dinner, football matches / other successes celebrations

Our working environment:

- Start an actual career, evolutions are very frequent in Amaris thanks to the fact that we are a young & fast-growing company.
- Work with teams across continents everyday: Europe, Asia, Africa…(we have 95+ nationalities), improve your English level

amaris | inspiring change

Practical information

Location : Ho Chi Minh City - Vietnam
Required Languages: English

How to Apply

Send your application at talent@amaris.com