



Job Description

IT Helpdesk– L1 Support

Ho Chi Minh/Ha Noi

About us

Nityo Infotech Corporation is the fastest growing IT services company. We have our headquarters in the United States of America. Our operations span over 20 countries with 27 physical offices across the Globe including US, Europe and Asia Pacific

Nityo has grown to become a global service provider of Infrastructure Management services, Intellectual Property (IP) Leveraged Solutions, and IT Services. Our services span from Application Management Outsourcing, Packaged Application Services, Verification and Testing, Remote Infrastructure Management, Product Development and Support, to higher value-added offerings including Managed Platform and Product Engineering Services.

You can find us at: <https://www.nityo.com>

About our client

Our client is a dynamic, fast expanding logistics company with experience in distribution systems, and trading platforms

About the job

Our client is seeking for enthusiastic and passionate IT helpdesk/IT support who are studied at IT field, to join our team to work on our back end systems

Key Responsibilities & Duties

- Accountable for the regular provision of first level helpdesk support.
 - Provide basic support for software applications (Microsoft Office 365, SharePoint and other basic software applications e.g..)
 - Provide first response hardware support (PC, IP Phone, CCTV e.g..)
- Responsible for delivery of effective customer service.
- This position acts under general supervision and within specific guidelines.
- Assist with hardware and software installations and maintenance.
- Assist to support users remotely or onsite support with other Hubs within Ho Chi Minh city.
- To perform any other duties within the scope of the position as directed.

Qualifications & Skills

Student or Fresher in IT Helpdesk Support.

- Senior Student or graduated University with IT Helpdesk/Support major
- Good analytical and problem-solving abilities
- Ability to work independently
- Willing to learn, good teamwork.
- Able to work under pressure.
- Good attitude and carefully.
- Must be willing to work in night shift/weekends/holidays when required.
- Have degree CCNA / MCSA or knowledge about Network / ESXi / VoIP / Server is advantage.

What we offer

- Professional working environment.
- Knowledge about e-Logistics.
- Experience for client-centric/negotiation/vendor management.
- Experience as a Project supporter/coordinator
- Attractive salary
- Good benefits

If you are ready to join this exciting opportunity, please click on the APPLY BUTTON, alternatively, you can contact **Ms. Gam Quach** at **+84 376 251 315**/ email gamqt@nityo.com for immediate consideration.