

IT SUPPORT OFFICER



Location
Vientiane
(Laos)



Job level
Graduate



Experience
1 year +



Contract
Permanent

Key responsibilities/What you do

- Perform a wide range of workplace administration duties including installations, debugging, maintenance, upgrades, and general support for hardware, software, and network according to standard procedures / guidelines
- Setting up new user accounts, permissions and passwords for new joiner and disable account and access permission of resigned staff according to the Identity & Access Management guideline.
- Support staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- Provide basic system and network problems troubleshooting, diagnosing, and solving hardware or software faults.
- Record all daily IT services incidents according to the CPI guideline and monitor Service request via ServiceNow and follow up to ensure SLAs
- Onboarding and oversee CCTV & Access Control
- Assist IT Service Management Officer for IP telephone system monitoring and maintenance
- Assist IT Service Management Officer for the configuration and deployment of network devices
- Assist IT Service Management Officer for Inventory recording of Hardware and Software assignment
- Assist IT Service Management Officer for the implementation and maintenance of workplace services security requirement
- Conducting electrical safety check on computer equipment planning and undertaking scheduled maintenance upgrades
- Provide emergency 24 x 7 on-call supports on a rotating basis physically or remotely and on standby for AZ Tech. emergency
- Undertake other duties and specific projects as directed, which may include researching new technology and developing innovative approaches to new challenges.

Key requirements/What you bring

- Bachelor's degree Computer Science/Information Technology or related field
- At least 1 year experience in the above nature of work.
- Experience of leading overall infrastructure for a whole organization and network, including Virtualization (VMware, Hyper-V), WAN, VLAN setup, managing data protection, etc.
- Working knowledge of Storage management (SAN, NAS), Cisco-based network communications technology
- High availability and disaster recovery architecture, communication, and related technologies.
- Good English communication skills

Key benefits/What we offer

We at Assurances General Laos offer a flexible working hour, an out of work activities, a positive learning and growing environment to support your professional career and personale developement.

We also believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

Apply now

Submit your [CV](#), fill out the [application form](#) and send to recruitment@agl.com.la Tel: (21) 215903, Ext: 218

→ <https://www.agl.com.la/career/>