

[Jan IT](#) is a Managed IT Service Provider located at Ekkamai, Sukhumvit 63 Road, Bangkok specializing in Office IT. Our customers are International Companies with locations in Thailand.

We provide our customers the IT Services they need so they can focus on their business. Our service catalog:

- ✓ IT Support (End-user, Server, Network) and Outsourcing
- ✓ Microsoft Office 365
- ✓ IT Consultation

We believe that every company deserves an IT infrastructure that makes their business easier. Our Vision is to deliver the IT Services so businesses can focus on what they are good in.

IT Support Administrator

Your Work will include:

- Providing First Level Customer Support
- Answering Calls from national and international Customers (Thai- English)
- Perform Standard IT Tasks (e.g., Backups, Security Scan, Account Administration, Compliance Check)
- Troubleshooting Software/Hardware Problems and escalating Customer IT issues
- Working with Windows OS (Desktop/Server) and Mac (not necessary but an advantage)
- Administration Tasks on VoIP Systems (Training provided)
- Being involved in Service Design and Improvements
- Report to the Senior IT Support Admin
- Perform other duties and responsibilities as assigned

Your Knowledge and Experience includes:

- Working with Remote Desktop Software (Teamviewer)
- Basic understanding of Computer Networks
- Providing Customer Support via Phone, Chat and Email
- Windows OS Systems (Desktop and Server)

We are looking for an IT Support who is

- Thai Nationality
- New graduates or students are also welcomed
- Good command of English
- Having Experience in IT support for 2 or 3 years is an advantage
- Keen on providing great Customer IT Support and helping people
- Keen on working in an international Environment (English speaking)
- Keen on growing your IT skills

We provide you with:

- A Modern and Open Work Environment where you can bring yourself in
- A Chance to improve your IT Skills
- An Opportunity to grow into a senior position with your own support team

Please send your CV in English describing your current photo, skills, references, goals, and expectations [to recruitment@janit.biz](mailto:recruitment@janit.biz). Interview will be held in English. Thai Nationality Required.

Junior IT Support Administrator (15,000 – 18,000), New graduates/no work experience
IT Support Administrator (25,000 – 30,000)