SAFECOMS NETWORK SECURITY CONSULTING

Business Activity

• Outsourcing of IT services, intervention and management of IT Team
• Implementation of ERP systems with Thai accounting, CRM, Marketing, Manufacturing, Inventory, HR etc.

Company Profile

SafeComs is a BOI company, created in Australia in 1999, with offices in Thailand and Myanmar.
The focus of the company is IT security, Procurement, Outsourcing of IT functions, including IT management.

In 2008 SafeComs expanded in the ERP business with its own CRM, Peppercan and is today a silver partner of Odoo, an ERP of Belgian origin, with over 3 million users worldwide.

Yangon is our Software Development Center and features a team of support Engineers.

IT ENGINEER JUNIOR

JOB DESCRIPTION

Perform customer-focused technical response, support, and provisioning of SafeComs's IT Services solutions. Complete incident management, maintenance, and project tasks as assigned and work closely with Engineers to deliver high-quality technical resolutions and solutions.

ESSENTIAL FUNCTIONS:

- Support the ongoing operation of network and server hardware, operating systems, and application software in support of both customer requirements and SafeComs's best practices
- Utilize documented procedures to resolve incidents and service requests
- Be available as a resource for special projects approved by the Director of IT Services
- Maintain *Basic proficiency in* the following competencies:
  - o Odoo – General Usage (SafeComs will train employee)
- Maintain *Intermediate proficiency in* the following competencies:
  - o English – Spoken
  - o English – Written
  - o Windows Desktop
  - o Windows Server
  - o Apple Mac OS
  - o Network Infrastructure – LAN
  - o Network Infrastructure – WLAN
  - o MS Office 365 – Administration

- o MS Office 365 – Desktop Applications
- o Technical Troubleshooting – Incident Management
  - Consistently follows the SafeComs ticketing workflow
  - Responds to all tickets within SLA
  - Resolves tickets within SLA
  - Utilizes sound methodology for Incident investigation and resolution
  - Executes Incident management plans effectively
  - Issues communication to customers with appropriate frequency and sense of urgency dependent on the circumstances of the incident
  - Accurately and concisely documents all service ticket activity in English
  - Accurately and concisely updates internal and customer documentation
- o Technical Troubleshooting – Problem Management
  - Identifies recurring issues and alerts Senior Engineers of potential problems
- o Customer Service
  - Provides service in a way that builds customer confidence in SafeComs
  - Ensures customers are always informed on the status of their request
  - Makes each customer interaction a positive experience

EDUCATION AND EXPERIENCE:
- Bachelor's degree in Computer Science, Information Systems, IT Management, or related field
- Minimum 2 years' experience with Windows Desktop troubleshooting
- Preferred 2 years' experience with Windows Server management/troubleshooting

KNOWLEDGE AND SKILLS:
- Inherently exhibits SafeComs Core Values in personal and professional life
  - o Create value
  - o Be honest
  - o Take ownership
  - o Take care of each other
- Customer-focused
- Demonstrated logical thought processes and high learning agility
- Self-driven and goal-oriented
- Demonstrated strong work ethic
- Team-oriented
- Excellent verbal and written communication skills

Please send your resume to jobs@safecoms.com