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## Job Opening: IT Service Desk Technician

Start Date: Immediately

### Company Description

Movaci Technology specializes in providing secure communication solutions suitable for individuals, businesses and organization. We provide turn-key security solutions and system integration services with a focus on communication security and infrastructure availability.

### Job Description/Expectations:

The main role of Movaci's Service Desk is to provide Level 1 and 2 incident resolution and escalation to Level 3 engineers. Movaci's Service Desk also assist other Movaci departments troubleshoot problems that external customers and internal users encounter with Movaci services.

### Responsibilities:

- Assist in Movaci projects assigned to the Service Desk department.
- Train and assist fellow staff with less experience.
- Monitor, answer and escalate tickets in ticket queues according to SLA agreements with customers and skill set of employee.
- Perform LV 1 and LV 2 onsite technical support according to SLA agreements.
- Provide remote support to customers who have an SLA agreement.
- Provide technical support and training for all customers PC & Laptop units that arrive.
- Track, maintain, monitor and support Movaci office workstations and hardware.
- Perform bi-weekly Service Desk hardware inventory stock audits.
- When authorized by Service Desk manager or Lead, assist the Administrative department with basic maintenance of company property.
- When authorized by Service Desk manager or Lead; work with other Technical departments in Movaci on projects & tasks.

## Requirements

- Ability to discern customers' needs and troubleshoot accordingly.
- Ability to communicate with customers' in a professional manner.
- Experience in repairing and configuring computer hardware and applications
- Experience in repairing and configuring basic network hardware and applications
- Willingness to learn about and research new hardware and applications in the IT field
- Knowledge of how to make/repair physical layer/media networking equipment
- Experience with driving a car and own a current drivers license.
- Strong English reading, comprehension and writing skills.
- Mid to Good spoken English.

We expect new employees to learn basic Movaci process and procedures in the first 3 months of their employment, with the initiative and drive to better their knowledge, skills and understanding of enterprise software and computer hardware as they work in an ever growing IT technology company.

## Work Conditions

Shift work and rotating schedules as required. 40 hours work week.

## Application Process

Please email [hr@movaci.com](mailto:hr@movaci.com), phone +66 (053) 920 555 or fax +66 (053) 204 356.

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