

Technical Support Engineer – (Dynamics)

Summary

The Technical Support Engineer's primary focus will be ensuring that all Microsoft customers are very satisfied with the effectiveness and efficiency of the support they receive. Utilizing knowledge of the customer environment, they will deliver timely and high-quality incident resolution focusing on root cause analysis, prevention, and knowledge transfer. They will effectively manage cases and sub-cases to ensure timely and high-quality communication with customers and resolution of all issues. They will develop a relationship with their technical peers for the technology they support and related technologies to ensure improved collaboration and satisfaction in support.

Responsibilities

- Reviews issues and contacts customers to understand issues. Ensure customers stay informed as to the status/solution of their issue. Utilizes troubleshooting tools (e.g., event logs, performance traces) to help resolve customer issues.
- Resolves or escalates multiple and varied customer issues. Documents technical work and research.
- Analyzes problems and develops solutions to meet customer needs using log analysis and other proprietary tools.
- Collaborates on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve moderately complex customer issues. Readiness
- Attends readiness trainings and non-technical trainings to ensure that they become proficient in support topics. Product/Process Improvement
- Provides feedback to improve products to more senior engineers or technical advisors.
- Identifies potential defects and escalates to more senior engineers to resolve.
- Uses automated tools to deliver solutions for a wide range of issues. Provides feedback on how to improve automated tools.
- Follows processes provided by the business.
- Attends case triage meetings and/or case discussions to collaborate and share ideas to resolve problems.

Requirement

- Bachelor's degree in computing science or an IT-related field or has a strong interest in IT field and self-learned computer language and basics.
- Demonstrate strong customer service attributes
- Exhibit analysis, problem resolution, judgement and decision-making skills in order to assist customer with their technical issue
- Experience managing and maintaining SQL server or other front end technical field is required.
- Past experience of support professional in IT field or IT technical Consultant will add extra points.

Information

- Fluent English (4 skills)
- Technical background (SQL or skills for PP, and basic programming language skill for CE)

Salary range : 800-1400 USD

Working hours:

- NA shift (Night shift):
 - 9:00PM-6:00AM
 - 10:00PM-7:00AM
 - 11:00PM-8:00AM

Working location:

- Tháng đầu tiên training tại Opal Tower .
- Từ tháng T2 trở đi sẽ làm tại 19 Tân Cảng, Vista Building (Đã đổi thành Vista Building).

Expected start date: ASAP

Interview process:

- 1st round: Test English + technical skills
- 2nd round: Test service sense, stability

Benefit:

- 90% contribution of the gross salary to social insurance from the company side
- 12 days of annual leave, 8 days of sick leave3- Annual Heath Checkup
- Annual Performance Review5- For employees working night shift: PVI insurance and food provided (non-cash), and 30% allowance on gross salary