JB HIRED

Job title	IT Support Manager
Location	Bangkok, Thailand

Company Description

Leading Transportation company in Southeast Asia

Duties and Responsibilities

- Act as primary IT contact within the organization for all IT related functions: operational support, application support and service delivery;

- Troubleshoot and problem-solve issues for GrabTaxi's enterprise resources, tools, operating systems and applications both locally and remotely;

- Work with internal teams to plan and implement service and application upgrades and changes;

- Develop solutions to operational and user productivity issues and drive performance;

- Support IT infrastructure related projects, such as server or network upgrades and office expansions and relocations

Key Challenge

- Experience in a small to medium enterprise level computing environment;

- Supported experience with various operating systems (Mac, Windows, Linux, Android, iOS);

- Experience with scripting and programming languages;

- Experience in deploying and supporting desktops, laptops, video conferencing, networking and mobile devices;

- Experience with ERP software;

- Bachelor's degree in computer science, software engineering, information technology or related fields;

- IT certifications is an added plus;

- A self-starter mindset and an ability to tackle complex issues independently;

- Methodical and disciplined approach to problem solving;

- Strong customer service, organizational, prioritization, multitasking, communication and leadership skills.

Approved by:	(on behalf of CEO)