

JOB DESCRIPTION

IT Support Lead

Ho Chi Minh City, Vietnam

Full-time

Job Description

Ever wish you were a superhero? Well here is your chance! Like Batman and all his cool gadgets, you get to be the guy or gal that everyone knows can save their day.

As the IT Support Lead you will be tasked with building and leading the IT Team at Dreamplex. You will need to be able to support and maintain all IT systems as well as train others to do the same.

At Dreamplex we focus on a Frictionless Experience so our members can be their very best. We want technology to work so well that people don't even notice they are using it. They are free to create, produce and succeed in this amazing Space for Success

- Recruitment and training of junior members.
- Implementation of best practice IT support for you and your team.
- Installation & configuration of a company's computer hardware operating systems and applications.
- Maintenance and monitoring of computer networks and systems including but not limited to:
 - Wireless and Wired networks
 - IP phone system
 - Printer network
 - Basic A/V
 - CCTV
- Logging the queries of members and team.
- Analysis of logs in order to discover any underlying issues or trends.
- Actively recommending and implementing solutions for persistent problems.
- Diagnosing and solving hardware or software faults.
- Responding to requests in a timely fashion.
- Testing and evaluating new technology.

- Setting up accounts for new users

Requirements:

- 5 years professional IT training and experience.
- Bachelor's degree in IT related field.
- Software Engineering and/or development is a plus.
- A technical, logical thought process.
- Ability to set and stick to deadlines.
- Project management skills.
- Problem solving skills.
- Positive can do attitude.
- A strong desire to make everyone's day better

If you are interested in working with us, please email your CV to join@dreamplex.co