

# JOB DESCRIPTION

## IT Support Specialist

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.

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.

- 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.
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### Requirements:

- Professional IT training and experience.

- Software Engineering and/or development is a plus.
- A technical, logical thought process.
- 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](mailto:join@dreamplex.co)