



IT Service Desk: PC Support

We are looking for an **IT Service Desk: PC Support**. Our client, an international oil and gas company is looking for an IT Service Desk (PC Support) position to support their office in Bangkok.

This position will report to Team Lead, IT Service Desk.

Qualification

- Bachelor's Degree in Computer Science or related fields
- Minimum 0 – 2 years experience in related filed
- Good command in English

Job Description

- Provide full support to Chevron Thailand upstream operations on PC desktop technical computing including hardware and software applications to IT users both national and expatriate employees & contractors such as trouble-shooting, analyzing, maintaining, etc. in order to proactively and effectively applies IT solutions to be aligned with business objectives and Service Level Agreements(SLAs).
- Develop and implement the workflow/problem/information management process to be compliance with IT Infrastructure Security, Information Protection, company's policies, procedures and guidelines. In addition, coordination and provide IT technical professional advise and appropriate office tools/resolutions to meet business needs.
- Support, assist and implement the IT related projects and services.
- Experience in IT Enterprise Solution.
- Develop and implement BU standards, processes, and systems to manage change in desktop/workstation infrastructure.
- Participate in a formal, global communications network.
- Ensure quality assurance, change acceptance testing and release management practices to minimize negative business impact.
- Establish effective partnership with customers in order to promote timely and reliable management of change within desktop/workstation and server environments.
- Prepare, manage and maintain all relevant document, reports, asset management, process for packaging such as GIL deployment, desktop/workstation patches and updates etc. to be compliance with IP/SOX standards.
- Establish the IT Knowledge base resources, develop and conduct the IT Internal & External Learning forums/workshops.
- Prepare daily, weekly and monthly activity reports and other information as needed by supervisor.

If interested and qualified, please send your updated resume to paang@vinarco.com with expected remuneration. Please indicate the job title in the subject line.