



# MICROSOFT COMMUNITY SUPPORT SPECIALIST

## COMPANY INTRODUCTION

---

We are, iTechwx, established in mid-2022, with 600 employees across 3 offices within Ho Chi Minh City and 1 office in Ha Noi City. iTechwx dedicates the One-Stop Digital Transformation Service to our customers. Renowned for delivering premium IT outsourcing services exclusively tailored for Microsoft clients for 4 products: **Microsoft Dynamics 365, Microsoft Azure, Microsoft Windows Commercial, and Microsoft Office 365.**

## YOU WILL:

---

- Review issues and contact customers to understand technical issues. Ensures customers stay informed as to the status/solution of their issue. Utilizes troubleshooting tools (e.g., event logs, and performance traces) to help resolve customer issues.
- Act as the first line of contact for support enquiries from the Microsoft Community and users of designated Microsoft services, presenting a friendly, supportive and efficient public face for our organization.
- Respond to incoming queries in our community support, based on standard operating procedures and established stock responses or, when necessary, refer queries efficiently to appropriate support teams.
- Respond to queries within agreed time frames in accordance with team SLAs
- Attends readiness training and non-technical training 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.
- Attends case triage meetings or case discussions to collaborate and share ideas to resolve problems.

## OUR IDEAL CANDIDATES:

---

- Open to fresh graduates.
- Good English (reading, writing, comprehension).
- Customer service mindset with a friendly and proactive attitude.

**Working time/day:** 9AM – 6PM (Mon-Fri) **OR** 1PM – 10PM (Mon-Fri) **OR** 10PM – 6AM (Mon-Fri)

## WHY US?

---

- Salary range: 14.000.000 -16.000.000 mil Gross
- Salary at 100% during the probationary period.
- 90% contribution of the gross salary to social insurance.
- An employee who works at night (10 PM -6 AM) will be paid an additional amount of 30% of the normal salary + PVI insurance + 500,000 VND food allowance.
- 20 days leave (12 days of annual leave and 8 days of sick leave)
- Full working equipment will be provided.
- Annual Health Checkup for employees who have worked for at least 6 months from the date of signing the official labor contract.
- Activities: Birthday party, Employee engagement activities.

## OTHERS:

---

- First Office: Opal Tower, 92 Nguyen Huu Canh St., Ward 22, Binh Thanh Dist., HCM City

## CONTACT INFORMATION

---

✉ Apply: [tina.dao@itechwx.com](mailto:tina.dao@itechwx.com) - Senior Talent Acquisition Specialist (Zalo: 0368166346)

🔗 Website: [https://lnkd.in/g\\_afFa5X](https://lnkd.in/g_afFa5X)

🔗 LinkedIn: [https://lnkd.in/gGD\\_feh3](https://lnkd.in/gGD_feh3)

🔗 Facebook: <https://lnkd.in/g9NqNYBD>