



# TECHNICAL SUPPORT ENGINEER (M365)

## COMPANY INTRODUCTION:

---

We are, iTechwx, established in mid-2022, with over 700 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.**

Are you passionate about helping others and have a deep understanding of **Microsoft Office 365**?

We're seeking a talented Technical Support Engineer to join our growing team! In this role, you'll leverage your expertise in **Microsoft Office 365 (M365)** to troubleshoot and resolve customer issues, ensuring a smooth and successful user experience.

## 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.
- Resolves or escalates multiple and varied customer issues. Documents technical work and research.
- Analyzes problems and develops solutions for customer needs using log analysis and other proprietary tools.
- Collaborates on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve moderately complex customer issues.
- 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:

---

### *Communication & Interpersonal Skills:*

- **Advanced English proficiency (equivalent to IELTS 6.5 or higher).**
- Outstanding customer service skills, emphasizing empathy, patience, and active listening.

### *Professional Attributes:*

- Passion for technology and a desire to learn and grow within the IT industry.
-

- Strong problem-solving and analytical skills.
- Ability to work independently and as part of a team.
- Adaptability and flexibility to work in a fast-paced environment.

**Shift Availability:** Available to work rotating shifts from 6AM-10PM determined by the manager.

**Working day:** 5 shifts per week, and 2 flexible days off. Willing to work during Tet and holidays assigned by the manager.

## WHY US?

---

- 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.

## SALARY RANGE:

---

- 16.000.000 - 24.000.000 mil Gross

## LOCATIONS:

---

- First Office: Opal Tower, 92 Nguyen Huu Canh St., Ward 22, Binh Thanh Dist., HCM City
- Second Office: VISTA Building, 19 Tan Cang St., Ward 25, Binh Thanh Dist., HCM City

## CONTACT INFORMATION

---

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

🔗 Company Website: <https://lnkd.in/g/afFa5X>

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

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