

We are currently seeking a **IT Support, North** to join DHL eCommerce in Vietnam!

The **IT Support, North** will coordinate education/training in field of software/hardware usages and IT process topics. He/She will coordinate overall IT costs and budget plans and maintenance of proper documentation in IT Service Management processes, Network, Infrastructure and HW. He/She will be required to manage IT Service Providers in assurance for consistent high standard optimum performance with respect to IT processes and maintain close relationship with IT demand management in HQ.

*Working Place:* DHL eCommerce Solutions Vietnam HAN Hub, Km2+500 Phan Trong Tue Street, Thanh Liet Ward, Thanh Tri District, Hanoi

### ***Essential Duties and Responsibilities***

#### **Customer Service Management**

- Escalate and resolve any issues and problems associated with the collaboration services delivered by DPITS
- Advise and provide input on the sourcing of IT equipment and services in line with DHL standards
- Coordinate System Security Audits, follow up and report breaches of security to the Management

#### **Stakeholder Management**

- Liaise with and manage the DPITS network group and other third party vendors including network providers, hardware and desktop support
- Escalate and resolve any issues and problems associated with the infrastructure services

#### **Service Management**

- Coordinate country network changes with the Regional Service Management Team.
- Support infrastructure setup of new terminals, central hubs, depots and country office in city. Coordinate with local suppliers.
- Plan, procure and support the set-up of server, PCs and IT equipment in city.
- Maintain country IT asset list and establish processes to keep the asset list up to date.
- Maintain country IT software list and establish processes to keep the list up to date in SMART TRACK.

### ***Desired Skills / Qualifications***

- Communication skills (English), read and written
- Good interpersonal Skills
- Experience within IT
- Comprehensive Expert knowledge in up to date infrastructure technologies.
- Profound knowledge with Standard Microsoft Office products
- Certification in ITIL standards preferred

### ***Minimum Educational Qualification***

- Degree in Computer Engineering, Information Systems , Computer Science