

OFFICER – IT HELPDESK

A. Company Introduction:

B. Braun Vietnam, a subsidiary of B. Braun Melsungen AG Group - one of the world's leading manufacturers of medical devices and pharmaceutical products and services - now operates one of the largest medical complex in Vietnam and has become a prestigious trademark in Vietnam healthcare market. With more than 1,400 employees nationwide, we develop high quality “made in Vietnam” products, especially our infusion solutions, dialysis solutions and plastic medical instruments have widely been used and appreciated in international and domestic markets. Every service provided by B. Braun Vietnam incorporates the entirety of our knowledge and skills, the company's deep understanding of users' needs and extensive expertise. Our mission is to PROTECT and IMPROVE the health of people around the world. Let's become a part of the B. Braun family and share your expertise.

www.bbraun.com.vn

B. Job function:

- Helpdesk:
 - Being the first level to receive Users request by ticketing, email, phone system
 - Logging, evaluating, analyzing, and classifying the ticket
 - Response to User request in complying with SLA
 - Resolving the ticket in complying SLA.
 - Escalate, coordinate with senior level or external service provider to ensure the service is delivered according to agreement or SLA.
 - Provide relevant IT training, guideline to Users such as IT Orientation Training, How-to, etc.,
- System Administration and Development:
 - Install, deploy system, software in comply with standards. Ensure only standard, licensed software installed.
 - Proactively monitoring system update such as WSUS, McAfee to ensure the system is up-to-dated as required and standards.
 - Undertake roles & responsibilities which are delegated by the Managers
 - Propose & perform corrective, preventive, repair actions.

- Develop, maintain technical documents
- Troubleshooting relevant incidents. Escalate and coordinate with external service providers in resolving problem if needed.
- Backup and restore operation:
 - Collecting, transferring the tape to Safebox, Off-site location
 - Exchange the right tape.
 - Review backup job of previous day & record status into log
 - Recall the tape when restoration is needed.
- Stakeholder Engagement:
 - Communicating with User in professional manner
 - Actively involve and providing service according to SLA
 - Participating teambuilding activity
 - Be friendly and customer-oriented attitude

C. Job requirements:

- Fresh graduated from Universities with majoring in Information technology.
- Could communicate in English
- Have knowledge and experience in Windows and Office 365, Backup and Restoration, Server and Storage is an advantage
- Customer Support mindset

D. Strive for more...

Motivated and competent employees are our most important assets. We are committed to invest in our people, through continuous career development, on-the-job training and professional qualifications. The opportunities are endless at B. Braun, as we are in a continuous growth phase. You can really drive your own career here and are trusted to do a fantastic job.

Whatever role you are in, you are in some way, shape or form contributing to protecting and improving the health of people around the world. Our team love that they genuinely make a difference!"

E. How to apply

Please send your updated CV to: recruitment.vn@bbraun.com

F. For more information, please visit:

 www.bbraun.com.vn

 www.facebook.com/bbraunvn

 www.linkedin.com/in/bbraunvncareer/

Or contact our Hotline: +84 24 3357 1616 (Ext. 1129)

“Candidates are always welcome at B.Braun Vietnam. We are an equal opportunity employer and commit to ensure fairness and transparency during selection process as well as in your development later on with us”.