



Join us.
Let's care
for tomorrow.

ALLIANZ INSURANCE LAOS

IT Help Desk and Service officer



Location
Vientiane, Laos



Job level
Bachelor degree



1 position
Permanent

About Company

Allianz Insurance Laos is one of the most trusted insurance in Laos, established since 1990. Caring for our employees, their ambitions, dreams and challenges, is what makes us a unique employer. Together we can build an environment where everyone feels empowered and has the confidence to explore, to grow and to shape a better future for our customers and the world around us. **Join us. Let's care for tomorrow.**

Key responsibilities/What you do:

- Perform a wide range of workplace administration duties including installations, debugging, maintenance, upgrades, and general support for hardware, software and network according to standard procedures / guidelines
- Assist in the configuration and deployment of network devices, which will require continuous learning of new device on needs
- Record and monitor Service request via ServiceNow and follow up to ensure SLAs

- Onboarding and oversee CCTV & Access Control
- Support staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Conducting electrical safety check on computer equipment planning and undertaking scheduled maintenance upgrades
- Provide emergency 24 x 7 on-call supports on a rotating basis physically or remotely and on standby for AZ Tech. emergency
- Undertake other duties and specific projects as directed, which may include researching new technology and developing innovative approaches to new challenges



- Work closely with help desk to provide end-user support and issue resolution
- Work closely with direct manager and IT Service Management to complete IT service & IF projects, e.g. AVC, TCCS, MFA, O365 implementation
- Work closely with IF team for implementation and maintenance of infrastructure security requirement
- Setting up new user accounts, permissions and passwords for new joiner and disable accounts and access permission of resigned staff

Key requirements/What you bring:

- 3+ years of working experience in IT Industry
- Degree in Computer Science/Information Technology or equivalent
- Certification in Microsoft/Cisco is preferable
- Experience of leading overall infrastructure for a whole organization and network, including Virtualization (VMware, Hyper-V), WAN, VLAN setup, managing data protection, etc.
- Working knowledge of Storage management (SAN, NAS), Cisco-based network communications technology
- High availability and disaster recovery architecture, communication, and related technologies.
- Good English communication skills

Key benefits/What we offer:

We at Allianz Insurance Laos offer a flexible working hour, an out of work activities, a positive learning and growing environment to support your professional career and personal development.

We also believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

Apply now

Submit your [CV](#), fill out the [application form](#) and send to recruitment@agl-allianz.com Tel: (21) 215903, Ext: 218

→ www.azlaos.com/en_LA/career.html

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