



Join us. Let's care for tomorrow.

ALLIANZ INSURANCE LAOS

# IT Service Management Officer



**Location**  
Vientiane (Laos)



**Job level**  
Graduate,  
Bachelor  
degree



IT, Computer science,  
Engineering,  
3 years experiences



Full time

## 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

- Ensure the availability of required hardware, software, and other tools necessary for the delivery of high quality IT service
- Oversee the installation and setup of IT workstations and network
- Maintain accurate inventory of hardware, software in local IT inventory system and in Service-Now and ensure the accuracy of both systems, manage IT device disposal as disposal procedure
- Be in charge for ITSM governance and maturity in cooperation with AZ Technology, participate in

- Undertake regularly systems and applications users review
- Work closely with Infrastructure responsible for the implementation of infrastructure projects related
- Provide operation support to users and agents on requests approved
- Provide emergency 24 x7 on-call supports on a rotating basis and on AZ Tech. emergency incident
- Undertake other duties and specific projects as directed, which may include researching new technology and developing innovative approaches to new challenges

## 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

## Apply now

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

→ [www.azlaos.com/en\\_LA/career.html](http://www.azlaos.com/en_LA/career.html)

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required trainings, projects, and calls, provide regularly update and report

- Be in charge for workplace service delivery and improvement, e.g. AVC, TCCS, MFA, EMS
- Be in charge for O365 management, onboarding and best practice sharing
- Perform CIP (change incident problem management) in ServiceNow and monitor the ticket to ensure the SLAs and follow up / coordinate with local team / AZ Tech. team if needed
- Provide regularly report on IT service management to direct manager and HOD
- Implement and maintain infrastructure security requirement such PDQ Deployment as plan cycle or on ad-hoc, installation and update up to date Cynet and work with AZ technology team for consistency, Manage and install Lookout and Symantec Endpoint Protection for mobile device and workstation, detoxification
- Manage Proofpoint by adding new entry for joiner and removing resign user
- Be responsible for IP telephone system monitoring and maintenance

- 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.

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