



JOB DESCRIPTION

JOB TITLE:	Bilingual IT Service Desk Analyst (English + Mandarin/Japanese/Thai/Korean/Russian)
LOCATION:	Centris EDSA
Responsibilities	<ul style="list-style-type: none">• To provide 1st & 2nd line technical support; answering support queries via phone, email, Chat and Web• To maintain a high degree of customer service for all support queries and adhere to all service management principles.• To take ownership of user problems and be proactive when dealing with user issues.• Identifying the issue and categorizing / prioritizing the incident• Referring KB for workaround / resolution and attempting resolution• Strong interpersonal skills are a prerequisite.• Ability to work effectively in a dispersed team and individually.• Routing / Chasing of tickets with other resolver groups• Recording trend of calls and identifying outages proactively• Callbacks for customer not reachable cases & customer request• Identifying the trend of calls / tickets and highlighting it to SDM as applicable for outage confirmation• Creating child tickets and tagging them with problem ticket• Callback the user and confirm resolution (where ever applicable)• Conduct Audits and Mentor L1 Team Members• Recording/Updating the outage / bulletin message in Remedy / ACD based on the status update received by the resolver groups• Being compliant to all process and procedures
Qualifications and Requirements	<ul style="list-style-type: none">• N1/N2 Foreign language proficiency or equivalent• Excellent English communication skills (verbal and written) with neutral accent• With technical experience and skills on Active Directory, Citrix, VPN, ServiceNow and O365• Teamwork• Active listening skills and reasonable analytical skills• Situation handling skills• Good motivational fit (job, organization, location)• Willing to work on shifting schedules, grave yard shift, holidays or rest days as may be required by business exigencies• Keep oneself updated, aware of, and compliant to all Company policies and procedures which include Information Security Management Systems• Keep all company information which includes customer information confidential and secured