



Job Title: IT Help Desk Engineer (Onsite – Hanoi)

Location: Hanoi, Vietnam

Employment Type: Full-time, Onsite

Experience Level: Minimum 2 years

Job Summary

We are looking for a reliable and service-oriented **IT Helpdesk Engineer** to provide onsite technical support for a multinational company in Hanoi.

The role focuses on **day-to-day IT support, end-user assistance, and coordination with regional IT teams**, ensuring smooth IT operations at the local office.

Key Responsibilities

- Provide onsite IT support for end users (approx. 50+ users)
 - Install, configure, and troubleshoot desktops, laptops, printers, and common business applications
 - Handle IT service requests and incidents via ticketing system (e.g., ServiceNow)
 - Perform basic Active Directory tasks (user account creation, password reset, access support)
 - Support onboarding and offboarding of employees (IT setup, account access)
 - Assist with IT asset handling (receiving, handover, tracking equipment)
 - Perform basic network support (cabling, patching, connectivity check, device reboot)
 - Coordinate with regional IT team (SEA IT) for issue escalation
 - Provide timely updates and communicate effectively in English
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Requirements

- Minimum 2 years of experience in IT support / helpdesk role
 - Good knowledge of Windows OS, Microsoft Office / Microsoft 365
 - Basic understanding of Active Directory user management
 - Familiar with IT ticketing systems (ServiceNow or similar is an advantage)
 - Basic knowledge of networking (LAN/Wi-Fi troubleshooting)
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D2N TRADING AND SERVICES CORPORATION

Hanoi office: Unit 12.03 CT2 A10 Nam Trung Yen, Nguyen Chanh street, Yen Hoa ward.

Tel: (+84-24) 6650 6680

HCM office: Unit 3.44, Block B, Chamington La Pointe, 181 Cao Thang st., Hoa Hung ward.

Tel: (+84) 978 460 181



- Good problem-solving and communication skills
 - Able to work independently onsite with guidance from remote IT team
 - English: able to read/write emails and communicate at basic working level
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★ Preferred (Nice to Have)

- Experience working in multinational or corporate environments
 - Familiarity with remote support tools (TeamViewer, AnyDesk)
 - Basic understanding of IT asset management processes
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What We Offer

- Stable full-time position in a professional working environment
 - Opportunity to work with regional IT teams
 - Training and exposure to multinational IT operations
 - Competitive salary aligned with market for L1 IT support roles
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How to Apply

 Please send your latest **ENGLISH** resume with your desired salary to: HR@d2n.com.vn

Subject: **IT Help Desk Engineer – Hanoi – [Your Name]**

 Or contact: **+84 904 066 465**

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