



## **IT Technician (KR/EN)**

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IT CONCEPT is an IT outsourcing company located in Seoul. We are specialized in IT infrastructure and support global companies since 2011. We are looking for a helpdesk technician to integrate our international dynamic technical team to provide IT services to our customers.

### **Responsibilities**

- Provide technical support to end-users via phone, email, or in-person.
- Domain management (users, groups, devices, and applications)
- Troubleshoot and resolve technical issues related to operating systems, applications, and network connectivity.
- Assist with the installation, configuration, and maintenance of computer systems and peripherals.
- Escalate unresolved issues to higher-level support or appropriate teams as necessary.
- Document all support activities and resolutions in the helpdesk ticketing system.
- Participate in IT projects with the infrastructure team (coordination, test, and implementation).
- Maintain an inventory of IT equipment, software licenses, and supplies.

### **Skills**

- Knowledge of computer hardware, Windows Operating system, and software applications.
- Knowledge and experience in Windows server, Active Directory and Microsoft 365.
- Knowledge of networking fundamentals and basic network troubleshooting.
- Strong troubleshooting and problem-solving skills.
- Familiarity with helpdesk ticketing systems and remote support tools.
- Excellent verbal and written communication skills.

### **Profile**

- 1-3 years working experience in IT
- Degree in Computer Science/Engineering or related field preferred
- Advanced level of English
- Advanced level of Korean
- Comfortable working in a multi-lingual and cross-cultural environment

### **Contract Info:**

- Permanent contract with 3-months' probation period
- Standard 40 hours per week
- 25 days of holiday per year (after the first year of employment)
- Salary based on experience
- Job based in Seoul



**To apply:**

Send CV + introduction email to: [jobs@it-concept.kr](mailto:jobs@it-concept.kr)