



## IT Engineer

IT CONCEPT is an IT outsourcing company located in Seoul. We are specialized in infrastructure server, network, security and IT management. We support global companies since 2011 with a full range of IT services. You will be working full-time in our technical team to provide assistance to all our clients.

### **Essential responsibilities:**

- End-user support
- Installation and configuration of Firewall, AP, Switch, Router and Server
- Troubleshooting networking and connection issues
- Setting up accounts and device for new users
- Repairing and replacing equipment as necessary
- Troubleshooting hardware and software issues
- Active Directory management
- IT asset management
- Installing and maintaining hardware and computer peripherals
- Diagnose Hardware and Software Issues
- Prioritize and Escalate Issues as Necessary
- Manage customer IT systems
- Participating in global IT projects

### **Skills:**

- Knowledge on computer hardware, system, network, and software application
- Knowledge on Active Directory such as user accounts, GPO and share folder
- Ability to diagnose and resolve technical issues
- Knowledge on retail system and iOS devices will be an advantage
- Knowledge and experience in Windows server OS, Active Directory and Microsoft 365.
- Hands-on experience with computer networks, network administration and network installation (firewall, router, switching, VLAN, VPN...)
- Good communication and interpersonal skills
- Experience using ticketing system

### **Profile:**

- 2-3 years working experience in IT

- Degree in Computer Science/Engineering or related discipline
- Business level of English
- Comfortable working in a multi-lingual and cross-cultural environment

**Contract Info:**

- Permanent contract with 3-months' probation period
- Standard 40 hours per week
- 5 weeks of holiday per year
- Salary based on experience
- Job based in Seoul

**To apply:**

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