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Join the Samsung Family and be part of our **'Best-In-Class'** Talent.

POSITION SPECIFICATION

Position	Technical Support
Department	CS
Company	Samsung Vina Electronics Co., Ltd.
Location	HCM
Website	www.samsung.com/vn

RESPONSIBILITIES

- Technical support for Samsung product for SVC technicians and Call agents: repair guide line, Study for technical solution,
- Monitor and hold training course for SVC technicians and Call agents.
- Analyze and feedback product quality to GBM/ Factory for improving quality of HHP product.
- Monitor, analyze, and make action plan if any for improving technical Key Performance Index

REQUIREMENTS

- Bachelor/ Diploma degree of engineering (Electronics / Telecommunications / Electrical & Mechanical Engineering).
- At least 2 years experience in hand phone/ electronics repairs.
- Good presentation and communication skill.
- Have good sense Customer service and support thinking.
- Proactive, hard working, honesty & careful.
- Ability to work individually or in team/ cross-functional teams.
- Good English communication.

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