

## Technical Support Specialist

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Company: Philips

Location: Bangkok

Category: other-general

### Job Title

Technical Support Specialist

### Job Description

#### Job title:

The Technical Support Specialists provides Service Support expertise aligned to our business customers support requirements through defined functions and processes, in the resolution of all incidents, problems and general services requests.

#### Your role:

Manage effective communication with users in relation to logged service requests.

Effectively utilize service tools for the logging, triage, and classification of cases in line with published work instructions.

Perform preventive maintenance of solution based on standard checklist including but not limited to deployment of fixes / patches and software updates.

Effectively utilize knowledge tools such as the Technical Publications, Configuration Management Systems and the Known Error Database in case diagnosis and resolution.

Review all assigned cases to ensure quality data has been provided.

Monitoring of cases to ensure SLAs are being met for communication and resolution, escalating cases where SLA breach is approaching, and a case is unresolved.

Negotiating and prioritizing case load with the Service Delivery Manager/ Technical Account Manager and/or the support teams.

Maintain ownership of Problems and Critical Incidents and interaction with the incident management team and problem management group in critical case resolution.

Adhering to Philips processes for Incident, Problem, Change and Release Management.

Ensuring all support documents are updated as required and manage appropriate sign off.

Attend site Service meetings as per Service Level Agreement requirements.

Assist in the implementation of new projects as an active member of a project team and working on deliverables assigned by the project manager.

Assist in the upgrading of existing customer's solution.

Willingness to be based at customer premise as a site engineer and adaptable to be deployed to take on other deliverables within the scope of the role.

### **You're the right fit if:**

Having general IT background – adequate technical background to understand basic workings and interactions between applications relevant to the area of healthcare IT expertise as utilized in large enterprises.

Technical skills in Computing Hardware and Software installation and configuration, Microsoft and Oracle software suites & Working knowledge of networks.

Ability to communicate in English and local Thai language.

Customer Service acumen & Eagerness to learn and adapt to the situation that is presented.

Previous Healthcare solution support experienced (preferable).

## About Philips

We are a health technology company. We built our entire company around the belief that every human matters, and we won't stop until everybody everywhere has access to the quality healthcare that we all deserve. Do the work of your life to help the lives of others.

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If you're interested in this role and have many, but not all, of the experiences needed, we encourage you to apply. You may still be the right candidate for this or other opportunities at Philips. [Learn more about our commitment to diversity and inclusion .](#)

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