



KDDI VIETNAM CORPORATION

HA NOI HEAD OFFICE
Unit 1501, 15th Fl., ICON4 Building
243A La Thanh, Dong Da Dist, Hanoi, Vietnam
Tel 04-3826 2001 Fax: 04-3824 5001

URL: <http://www.kddivietnam.com>

HO CHI MINH CITY BRANCH
3rd Floor, 67-69 HA Noi Highway,
Thao Dien Ward, Thu Duc City, HCMC, Vietnam
Tel: 08-38201191

JOB DESCRIPTION

Job Title: Telecom Operator and Project Assistant
Department: IPD Division
Working Location: HCM Office
Reporting to: Division Manager

General Purpose of the job:

The overall purpose of this position is to **support the implementation process for Telecom services procedure for customer and Support Sales to update the implement status of the on-going project's schedule.**

Telecom Task:

1. Receiving new internet line requirement:

- Receiving customer request on new internet connection from Sales.
- Contact Internet Service Provider (ISP) to get tariff and telecommunication infrastructure status in deployment area
- Inform and explain to customer about tariff and installation process.
- Support customer to prepare registration document, gather all the information and submit to ISP.
- Coordinate with engineers, ISP and customer PIC to schedule the Internet line installation.
- Manage, follow up, monitor the Internet line installation process, and take promptly action for any issue arise.
- Update the new internet line information into company's system, and then share to the Network Operation Center partner (NOC).
- Coordinate with Network Operation Center partner to monitor Internet line and handle internet connection issue.
- Update completion report into system.

2. Coordination in handling internet line issue:

- Receiving feedback/information from customer about internet line corruption.
- Contact and coordinate with relevant party (NOC, ISP...) to carry out remediation.
- Update information and completion report into the system.



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Project Task:

1. **Support engineer team in following project's progress:**

- Checking on and following the project's progress (Commence day, equipment delivery schedule, handover day...)
- Monitor and confirm the project implementation status with engineers.
- Report back to department manager and sales PIC

Requirement:

- **Experience:** Up to 1 year experience (*Fresh graduate is also welcome*)
- **Education:** Bachelor degree.
- **Language:** Fluency in English, both of verbal & written (Can speak Japanese is an advantage)
- **Another requirement:**
Strong familiarity with Microsoft Office
High sense of responsibility
Ability to work in a team as well as independently with initiative
Good in soft skill, especially communication, negotiation and problem solving skills
Quickly adapt to new environment.
Eager to learn new knowledge and have a high sense of self-improvement.

Employee Welfares:

- Compulsory insurance and Premium health care insurance for employee.
- 13th month salary.
- Extra bonus up to 2 times/year.
- Company trip.
- Mobile allowance.

Salary Range: Up to 500 USD

To apply, please send email to: vkngan@kddivietnam.com,