

## IT SUPPORT ENGINEER – SECOND LINE

LOCATION	Thailand (Bangkok, hybrid).
REPORTS TO	IT Service Manager – ASI UK
SERVICE AREAS	Asia-Pacific, international travel expected approximately 3-6 times per year
INDICATIVE SALARY	THB\$80,000 to THB\$90,000

### ABOUT THE ROLE

Adam Smith International (ASI) is a global advisory company that works locally to transform lives by making economies stronger, societies more stable, and governments more effective. Headquartered in London, our Asia Pacific regional office in Sydney now works alongside a corporate hub in Thailand and five country offices to deliver programs on behalf of clients including Australia's Department of Foreign Affairs & Trade.

This role is for an experienced IT support engineer to provide hands-on technical support and ensure that staff across the Asia-Pacific region are supported by secure, reliable and scalable technology platforms. Based in Thailand, forming a key part of our Asia-Pacific service coverage, you will resolve escalated incidents from the service desk, deliver project work on endpoint and identity platforms, and travel periodically to support field offices and program teams across the region. The role spans multiple time zones; occasional out-of-hours availability may be required to support critical incidents or planned changes.

The role suits someone who is genuinely comfortable working independently and in a remote-based team; someone able to communicate effectively with people from a diverse range of cultural, educational and professional backgrounds and who is skilled at translating technical concepts into plain language for non-technical colleagues. The role suits someone who is confident to travel into unfamiliar environments, providing hands-on support and delivering training to a room of peers.

You will work closely with colleagues across global operations, Asia-Pacific program management and business service staff as well as overseas-based program teams to ensure IT services align with global ASI policies while meeting the practical needs of users operating in diverse and often low-resource environments.

### ABOUT YOU

You will possess:

- A minimum of three years in a second line, escalation, or senior service desk role within a Microsoft-centric environment.
- Experience supporting users in multiple time zones or across geographically distributed offices.
- Demonstrable hands-on experience with Microsoft 365 Intune, and Windows 11 endpoint management.
- Strong skills in network troubleshooting across Wi-Fi, VPN, DNS, and basic firewall concepts.
- Relevant certifications such as Microsoft MD-102, MS-900, AZ-104, ITIL Foundation, or CompTIA Network+ are desirable.
- Familiarity with Cyber Essentials Plus, ISO 27001, or comparable security frameworks.
- Exposure to Apple (ABM) and Windows (AutoPilot) device management is an essential.
- A track record of designing and delivering hands-on user training to diverse audiences, tailoring delivery for staff at all levels of digital confidence.

- Willingness and physical capability to travel internationally for periods of one to three weeks at a time, including to locations outside major cities that may be in challenging or low-bandwidth environments.
- A current driving licence is desirable, as field travel may require driving in some locations.

**The successful applicant must have the right to live and work in Thailand and will be contracted locally.**

## Key responsibilities

- **Incident and request management.**
  - Acting as the primary escalation point from first line, resolving incidents and service requests within agreed SLAs;
  - Investigating root cause for recurring issues;
  - Maintaining accurate records in the IT service management system;
  - Contributing to the knowledge base so that fixes scale beyond the individual ticket.
- **Endpoint and identity management.**
  - Day-to-day administration of the Microsoft 365 estate including Entra ID, Intune, Exchange Online, SharePoint, and Teams;
  - Managing device lifecycle from procurement through enrolment, configuration, and retirement;
  - Supporting conditional access, MFA, and Cyber Essentials Plus aligned controls across a globally distributed user base.
- **International field support.**
  - Commission new sites or establish IT for new programs;
  - Troubleshoot connectivity and infrastructure issues that cannot be resolved remotely;
  - Conduct on-site asset audits;
  - Represent the IT function to local stakeholders, including hardware or other relevant vendors and suppliers.
- **Training and user enablement.**
  - Designing and delivering IT induction sessions for new joiners;
  - Running periodic refresher training on collaboration tools, cyber security awareness, and the safe use of AI tools at work;
  - Producing clear written guides and short video walkthroughs;
  - Coaching first line colleagues to lift their resolution rate at the service desk.
- **Security and compliance.**
  - Supporting the maintenance of Cyber Essentials Plus and equivalent controls;
  - Responding to alerts from the endpoint detection and response platform;
  - Assisting with phishing investigations;
  - Ensuring patching, encryption, and configuration baselines are upheld across the fleet.
- **Documentation and continuous improvement.**
  - Keeping technical runbooks, network diagrams, and onboarding checklists current;
  - Identifying repeat issues that warrant automation, policy change, or platform reconfiguration;
  - Contributing to projects that improve the service over time.

## WHAT WE OFFER YOU

ASI is committed to corporate integrity and a triple bottom line of social, environmental and financial performance. Our people are at the heart of our strategy and our decisions. We offer a dynamic and friendly team environment, the opportunity to support work that makes a meaningful impact in people's lives, and support to develop your own skills and progress in your career.

We recognise the importance of your life outside of work. We are proud to support flexible working arrangements, and commit to make a success of flexible working arrangements wherever possible. We've built a culture to reflect our values, full of likeminded professionals who are smart, passionate and great at what they do.

## SAFEGUARDING AND PRE-EMPLOYMENT CHECKS

ASI is committed to safeguarding and promoting the welfare of those we work with, and we expect all staff to share this commitment. All offers of employment are subject to satisfactory pre-employment checks, including reference checks, confirmation of the right to work in the relevant country, and a criminal record or police check appropriate to the country of engagement. Some programs require additional clearances; if this applies, we will discuss the process with shortlisted candidates.

## HEARD ENOUGH? READY TO APPLY?

We are keen to hear from you. Please submit a CV and a one-page cover letter setting out your motivations and suitability.

Application link: <https://adamsmithinternational1.recruitee.com/o/it-support-engineer-second-line-asia-pacific-1>

Application deadline is 15 June 2026. Please note that the applications will be reviewed on a rolling basis.

**ASI welcomes applications from people with disability. We provide reasonable adjustments throughout the hiring process. Let us know how we can make the process accessible for you.**