



## Hardware Support Engineer

\*\*\*HOT JOB

### Job Information

**Hiring Company**

[BIOS, Inc.](#)

**Job ID**

1068269

**Industry**

System Integration

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

December 20th, 2024 08:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

- Hardware Break Fix Support
- On-Site Software Support
- IMACD (Install, Move, Add, Change, De-install)
- Printer and Mobile device Support
- IT Concierge support
- Executive (VIP) Support
- Remote Support for remote and travel users

- Video (audio) Conference Room Support
- PC environment construction work for new employees
- Asset management for PC and peripheral devices
- Spares/Loaners Pool Management
- Hands and eye support (Smart Hands Services)
- Computer, Data Room and Network Closet Administration
- Manage and maintain operational manuals
- Support Audit related activities
- Support Pilot testing of newly installing software or hardware
- Participate in internal and customer meetings
- Project support
- Refresh and Refresh Coordinator
- Prepare and provide the backfill resource when regular on-site person is on leave
- Create and maintain support related procedure and documents

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## Required Skills

at last 2~3 years of experience in Customer support in the above area

Must have business level both in Japanese (JLPT2) and in English

Foreigners welcome, but must have proper Japanese working visa, and currently residing in Japan

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## Company Description

BiOS was formed in 1998 (as a division of LINC Media Inc.) and has evolved into a premier IT solutions and outsourcing company. With this evolution BiOS was spun off from LINC Media to create a separate and independently operating company in 2010, now registered as BiOS Inc. BiOS provides solutions and services to a wide range of small and large foreign firms in Japan.

Over the years BiOS has developed the benchmark for bilingual IT Solutions in Tokyo, built on the principle of providing honest and affordable services customized and tailored to our client's needs.

We are always looking for bilingual IT professionals to join our onsite and internal teams. We pride ourselves in recruiting talented and ambitious engineers from all over the world.

Currently our teams include bilingual technical, sales and administration staff from more than 10 countries making BiOS a dynamic IT Team where intellect and creativity and a strong work ethic are all rewarded.

Start your future today with BiOS.