



Bilingual Service Desk Role

Global IT Company

Job Information

Recruiter

ACS Japan

Job ID

1240065

Company Type

International Company

Job Type

Permanent Full-time

Location

Kanagawa Prefecture

Salary

Negotiable, based on experience

Refreshed

February 7th, 2025 06:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Handle calls, emails, & Web tickets (daily)

Address technical queries and fix or log them appropriately accurately

Escalate queries when required to appropriate personnel

Identify trend of calls / tickets and highlight it to Incident Manager (IM)/L1.5, TL, SDM as appropriate (Outage confirmation)

Log tickets in Service Now (SNOW) as per policies assigned according to the policies & procedures

Required Skills

2- 10 years of overall experience in IT troubleshooting – IT helpdesk or service desk experience is mandatory

Excellent analytical, problem solving and critical thinking skills

Exceptional oral and written communication skills

Ability to work independently, multi-task, and take ownership of various parts of a Project or Initiative.

Company Description

ACS Japan is a Tokyo based executive search company delivering recruitment services that reflect the core values and needs of the business world today. Our team of professional and experienced recruiters are committed to providing the highest standards of service to both clients and candidates.

ACS Japan's commitment is to personalize individual service to both clients and candidates. We are strongly networked with industry professionals who seek and value success. As the experts of full range human capital services, we specialize in offering consulting and introductions through our networks. One of our main strength is exclusivity to our clients, and speed to our candidates.

We specialize in understanding the individual needs of each company and place top to middle management executives, IT professionals, and hard-to-find specialist qualified candidates. We build and maintain close partnerships with clients to fully understand their business, products, organization in addition to their internal company culture.

ACS Japan has been in Japan market for over 10 years, and has developed deep relationships with fortune 500 companies, smaller to Enterprise and Japanese to Global Clients. At ACS Japan we can help you finding jobs within following domains;

Enterprise Users Companies:

Marketing, Internal IT and Finance related opportunities within Pharmaceutical, Insurance, Banks & Financial Institutions, Consumer retail companies and e-commerce

Vendor Companies:

Sales, Marketing, Internal IT and Finance related opportunities within Enterprise Software, hardware, Security and Gaming Companies

Consulting or Sler Companies:

Sales, Marketing, Internal IT and Finance related opportunities within Big 4s, Indian, European and American Consulting companies including some local big Slers.