



## 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**

December 27th, 2024 03:00

### 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.**

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## 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.