



## IT Service Desk

**Global IT Company**

### Job Information

**Recruiter**

ACS Japan

**Job ID**

1240758

**Industry**

IT Consulting

**Company Type**

International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - Other Areas

**Salary**

Negotiable, based on experience

**Refreshed**

November 15th, 2024 04:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Entry Level

**Minimum English Level**

Basic

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**Escalates tickets which have not been resolved by SD, in accordance with Customer escalation procedures**

**Provides status and updates on tickets to authorized users**

**Reopens Ticket / Creates new ticket to follow up if the user indicates that the inquiry was not resolved to their satisfaction**

**Makes recommendations for updates to the KB database**

**Opens, logs, prioritizes, assigns, and closes calls logged in ticketing system**

## 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.