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![BiOS IT MANAGED SOLUTIONS logo]

Onsite Support Engineer

great opportunity to enter IT world

Job Information

Hiring Company
BiOS, Inc.

Job ID
1245162

Industry
System Integration

Job Type
Contract

Location
Kanagawa Prefecture, Yokohama-shi Minami-ku

Salary
Negotiable, based on experience

Refreshed
December 26th, 2024 07:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Fluent

Minimum Japanese Level
Fluent

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

- Troubleshoot, support and incident-manage user PCs and other related technical infrastructure according to the client's SLA and ITIL methodology
- Provide technical support to desktop/laptop PCs, printers, monitors, server/network equipment, and other hardware in office environment
- Coordinate with helpdesk engineers to provide support by corresponding to tickets within decided period
- Manage IT hardware assets. Tasks include; installing, moving, adding, changing, disposing, and removing.
- Support best practices of IT and client requests through communication with onsite
- Support helpdesk engineers updating, organizing, and managing user manuals regarding daily operations
- Other ad-hoc technical tasks are required

Required Skills

- Fluency both in Japanese and in English (reading, writing and speaking) is mandatory

- keen interest in learning IT technology

- computer literacy is helpful

- Teamwork oriented

- able to work onsite at client company

Support Location:
Primary: Yokohama
Secondary: Shinbashi

Work Time:

9:00-18:00, Monday-Friday

Almost no Over Time

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.