



## HOT JOB -Desktop Support Engineer

work onsite at a Global CRM company

### Job Information

#### Hiring Company

BiOS, Inc.

#### Job ID

1249228

#### Industry

System Integration

#### Company Type

Large Company (more than 300 employees) - International Company

#### Job Type

Contract

#### Location

Tokyo - 23 Wards

#### Salary

Negotiable, based on experience

#### Work Hours

9 : 00 - 18 : 00

#### Holidays

土日祝日

#### Refreshed

September 9th, 2024 08:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### 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

Responsibilities include but are not limited to the following:

- Provide technical support for mainly for Mac iOS environments, some for Windows's.
- Provide technical support for the desktop hardware including printers, PCs, Laptops, monitors.
- Log and update support calls on the client company's case management system.
- Miscellaneous end user IT equipment requests
- Returns Termination - asset collection services

Conference room support as required  
 Application support and engineering (native client software packages are in scope)  
 Basic connectivity and network troubleshooting  
 Telecom phone support

In addition to these core duties, employee is expected to be proactive in interaction with members of IT Engineer Team, BiOS Inc. personnel.

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## Required Skills

### REQUIRED SKILLS:

1-2 years troubleshooting experience for ios, mobile device, MiFi support, PC hardware/Software (Macbook preferred, Windows workstation; Office; Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, Office 365).

Self-motivated, flexible, enthusiastic, very good communication skills (written and verbal)

Can work well both as an individual and as part of a team and flexible, able to adjust to the rapid changes in business support.

Willing to take direction and follow well defined processes and procedures.

- Able to communicate flexibly with partners & teams both local and in overseas for smooth collaborations (Better to have 1-2 years or more with collaborative experience).

- Basic knowledge of Mac experience, having actual support experience is preferable.

REQUIRED language skills: English (Business); Japanese: fluent~native level

### Desired skills:

- Experience supporting users for remote meeting tools, i.e. slack, google, zoom, teams, skype, webex applications
- Experience working with regional IT teams and on support of both office /remote users, preferably in foreign enterprise companies
- Experience of directing, interfacing vendors or internal teams at international team environment(Both in Japanese and English).
- Audio video conference room related support & attendant experience (Google Meet, Zoom or related tools i.e. Cisco Tandberg, crestron touch pannel controller, room monitors, lightings etc..)

### Personal attributes:

①Able to operate actively, flexibly and able to quickly adjust to the changes. Young, Brave and has a lot of guts to accomplish tasks and missions, strong tenacious vitality.

②(Better to have) Looks for taking challenges in the management in future, or if you already have any management experience is welcomed.

※フットワークが軽く、肝が据わっていて、若くて変化に的確に粘り強く順応出来る方 (これ迄にどんな変化にどう順応/対応してきたか是非お聞かせ下さい) 及びMac製品(Macbook/iPhone/iPad etc.)のベースがある方

※今後マネジメント方面への希望及びポテンシャルのある人物、もしくは既にマネジメント経験があればより望ましい。

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## Company Description

バイオスは1998年に株式会社リンクメディアのIT事業部として創立され、以来業界屈指のITソリューション及びアウトソーシングサービス・プロバイダーとして進化を続けています。バイオスは2010年にリンクメディアより独立し、株式会社バイオスとして新たなスタートを切りました。日本に拠点を置く中小及び大手外資系企業に対し、様々なソリューション及びサービスを提供しています。

私共バイオスは、お客様のニーズに合うカスタマイズされたサービスを、誠実かつ低価格でお届けすることを理念として、東京のバイリンガルのITソリューションのベンチマークを築いて参りました。

バイオスでは、社内・社外のチームの一員として勤務を頂けるバイリンガルのITプロフェッショナルを常時募集しており、世界中から意欲的で才能溢れるエンジニアを採用しております。

現在私共のチームには、10ヶ国を超える国々から集まったバイリンガルのエンジニアや、セールス担当、事務スタッフなどがおり、東京のダイナミックなITチームとして知性や想像力を活かし、熱意を持って日々の業務に取り組んでおります。

**Start your future today with BiOS.**