

systemsGo

Technical Support Engineer (Toyama-ken) Exclusive job

ワークライフバランスを真剣に推進する企業。柔軟で効率的な新しいワーク環境。

Job Information

Hiring Company

systemsGo Corporation

Job ID

1252681

Division

Engineering Services

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Toyama Prefecture, Toyama-shi

Salary

4 million yen ~ Negotiable, based on experience

Work Hours

Mon-Fri 9am-6pm

Holidays

13 days/yr paid leave, +1/yr until 22/yr

Refreshed

September 11th, 2024 07:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation (Amount Used: English usage about 25%)

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

systemsGo is seeking an Engineer to join our Japan support team with business level bilingual capabilities in English and

Japanese to be based in Toyama-ken. Great access to skiing, biking, fishing, hiking, onsens and more.

- Provide ongoing onsite user support with our client on a fulltime basis.
- Follow instructions given by the regional IT management team lead to complete regular onsite support tasks.
- Troubleshoot the client's internal IT infrastructure and network-related problems.
- Alert the Global IT management team of potential critical situations. Monitor critical client problems until they are resolved.
- Follow instructions given by the Team Lead or Project Manager to assist on projects for engineering tasks.
- Set up, install, configure and test computer and network systems as needed to complete projects on schedule.
- Utilize processes and methodologies to provide a consistent and competent level of service to the client.
- Actively build on IT and communication skills to improve on skill set and productivity

Required Skills

- At least 1 year or more experience in an IT end-user support or services provider environment in Japan
- Experience with installing, maintaining and supporting office end user environment – PCs, Printers, phones, conference equipment etc.
- Understanding and Technical knowledge of Active Directory, Group Policy, DNS & DHCP.
- Knowledge of Office 365 Messaging suite
- Customer Service – Able to describe issues clearly to end users and Clients' Management. Summarize activities and results effectively communicate with clients regarding their requirements and concerns
- Work effectively in a team environment. Follow instructions and see them to completion in a timely fashion
- Able to work unsupervised and provide focused results
- Problem Solving – Ability to gather information; explore and eliminate alternatives; request and utilize assistance from other sources
- Business level fluency in speaking/reading Japanese and English preferred

Company Description

株式会社 システムズ ゴーは東京に本社を置くIT企業です。大阪、香港、上海、シンガポールに支社を拡大し、アジア各地にプロフェッショナルなITサービスを提供しています。また北京、ソウル、バンコク、クアラルンプール、ハノイ、台北などにもサービスを展開しています。

IT分野のインフラ整備、システムインテグレーション、プロジェクトマネジメント、コンサルティング、人材ソリューションなどを専門としており、他にはない最高レベルのサービスを提供しています。世界的なビジネスを展開する投資銀行や投資信託、製薬及びバイオテクノロジー企業、法律事務所、IT企業、貿易や製造系企業などの外資系企業が、わたしたちのクライアントです。

システムズ ゴーではキャリアアップや給与の見直し、国内外拠点への異動、福利厚生充実など、従業員にあらゆる機会を提供し、より快適な職場環境への改善に努めています。

向上心が高く、わたしたちとともに最高のサービスを追求してくださる方からのご応募をお待ちしています。

systemsGo is a well-established and growing regional IT professional services company with offices in Tokyo, Hong Kong, Shanghai, Beijing, Singapore and also servicing clients in Seoul, Bangkok, Kuala Lumpur, Hanoi, Taipei and Hyderabad.

We provide many opportunities for career advancement, competitive salaries, excellent benefits and opportunities to travel and relocate to companies within our group. We are always seeking people with the same commitment to providing quality service, and an enthusiasm to learn and grow. We combine an enriching and satisfying employment environment with a culture of customer service excellence and an unwavering pursuit of quality through devoted adherence to process and continuous improvement.