

# systemsGo

## IT Support Engineer - Osaka 大阪

Great work-life balance, career opps!

### Job Information

**Hiring Company**

[systemsGo Corporation](#)

**Job ID**

1255732

**Division**

Technology Support

**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**

Osaka Prefecture

**Salary**

4 million yen ~ Negotiable, based on experience

**Work Hours**

Mon-Fri 9am-6pm

**Holidays**

Starts at 13 days/yr paid leave, increases each year until 22/yr

**Refreshed**

July 23rd, 2024 05:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation (Amount Used: English usage about 10%)

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

### Job Description

- Provide regular scheduled and ad hoc support to systemsGo clients

- Follow instructions given by the Team Lead to complete regular onsite support tasks
- Troubleshoot internal IT infrastructure and network-related problems
- Alert systemsGo management 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
- Assist sales team by collecting information on client systems and problems faced onsite
- Effectively communicate client status with Account Executives and primary engineers
- Utilize systemsGo's 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

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## Required Skills

- Diploma/Degree in Computer Science/Information Technology preferred
- At least 3-5 years or more experience in an IT end-user support or services provider environment
- Experience with installing, maintaining and supporting office end user environment – PCs, Printers, etc.
- Basic knowledge on network infrastructure: structured cabling, circuits, network devices, etc.
- Customer Service – Able to describe issues clearly to end users and Clients' Management. Summarise activities and results effectively communicate with clients regarding their requirements and concerns
- Work effectively in teams. 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 utilise assistance from other sources
- Strong Japanese skills (Business to Native)
- Intermediate or higher ability in English strongly preferred
- A desire to further your knowledge and abilities

## Computer Skills

- Client system Microsoft certification
- Windows 7/8/10 MCP/MCITP, MCTS/MCDST, MCSA/MCSE highly desirable
- Office 365 environment
- VC support experience on Cisco WebEx / Zooms Polycom etc
- Windows Server experience
- Working knowledge of Microsoft service (AD, DNS, DHCP, WSUS, GPO)
- Networking experience (checkpoint firewall and HP switches is a plus)
- VDI
- Microsoft Azure management
- MDM
- Project management / coordination experience

## Other Information (Important)

This person needs to have strong Japanese skill. There may be an assignment where you need to move printers and PCs so someone who do not mind doing that labor work would be suitable.

Also need to use special printer (Zebra) so knowledge of it is a plus but training will be provided.

Initially IT will be combine with remote(home base) and go onsite visit support .

Please either apply through this site or send your confidential application (with your resume attached) to me directly at: [daria.tang@systemsgo.asia](mailto:daria.tang@systemsgo.asia)

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## Company Description

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

We are committed to providing our clients with the highest-quality professional services which include IT infrastructure support, systems integration, project management, consulting and staffing solutions. Our client portfolio includes global investment banks, private equity firms, pharmaceutical and biotech companies, law firms, IT companies, trading & manufacturing firms.

We look after our employees, provide many opportunities for career advancement, competitive salaries, excellent benefits and opportunities to travel and relocate to companies within our group . We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

**Systems Go Co., Ltd.** is an IT company headquartered in Tokyo. With branch offices in Osaka, Hong Kong, Shanghai and Singapore, we provide professional IT services across Asia. We also serve Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi

and Taipei.

We specialize in IT infrastructure, system integration, project management, consulting, and human resources solutions, providing the highest level of service that cannot be found anywhere else. Our clients include global investment banks, mutual funds, pharmaceutical and biotechnology companies, law firms, IT firms, trading and manufacturing companies.

Systems Go strives to improve the work environment by providing employees with every opportunity, such as career advancement, salary review, transfer to domestic and overseas bases, and enhancement of welfare programs.

We look forward to receiving applications from highly ambitious and willing to pursue the best service with us.