CareerCross

systemsGo

オンサイトITサポートエンジニア(宮城)/Onsite IT Support Engineer (Miyagi) 👍 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
1255734

Division
Engineering Services

Industry
IT Consulting

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

Non-Japanese Ratio
Majority Japanese

Job Type
Permanent Full-time

Location
Miyagi Prefecture, Shiroi-shi Shi

Salary
4 million yen ~ 5.5 million yen

Work Hours
Mon-Fri 9am-6pm

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

Refreshed
August 8th, 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 growing rapidly and currently seeking an experienced **IT Support Engineer** who enjoys service delivery of our

high-quality IT solutions to new and existing clients. We value self-motivated, enthusiastic professionals who get excited about the excellent professional services for our clients. You should be dependable, curious, and welcome new challenges.

You will work with a dedicated and energetic group of multi-lingual/multi-cultural professionals in an environment with opportunities to develop new knowledge and skills, and perform the responsibilities as listed.

systemsGo is recognized for consistent high quality IT solutions combining local awareness with the ability to communicate with IT HQ staff abroad and implement global IT standards in a local context. Our experienced Service Delivery team, our well-honed business model and our strong understanding of assisting foreign companies in Asia ensures satisfied clients, repeat business and referrals.

Responsibilities:

- 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

Requirements:

- 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

Required Skills

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

Job Location

Shiroishi, Miyagi

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、福利厚生の充実など、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 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.