



## Deskside Support Engineer (Shared Services)

working in an international team

### Job Information

**Hiring Company**

BIOS, Inc.

**Job ID**

1259826

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

5 million yen ~ 6 million yen

**Refreshed**

February 6th, 2025 06:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**Job Description:**
**Key responsibilities**

- Handling technical inquiries raised via email, phone and/or in-person for tier-2 and -2.5 support.
- Schedule, monitor and deliver support for end-users within agreed SLA levels.
- Escalate support inquiries to tier-1, -1.5 and/or 3, if needed.
- Provide VIP support for internal (BIOS) and external (Client) end-users.
- Demonstrate the ability to identify and escalate requests for approval, if and when needed.
- Establish a professional communication, in writing and verbally, with internal (BIOS) and external (Client) end-users.
- Working off-schedule to attend meetings and/or support inquiries outside main support site.
- Creating documentation and materials to help educate end-users, if needed.
- Assist with testing and rolling out new tools and applications.
- Training team members on support knowledge for external users.
- Comply with BIOS ISMS policies for handling of internal (BIOS) and external (Client) information. \*Training provided during staff induction phase

## Required Skills

### Required skills

- 4+ of relevant support experience of Microsoft Office and Windows support and configuration.
- Expert in with Microsoft 8.1 and 10 desktop issues
- Troubleshooting skills with network, firewall and telecommunication devices
- Technical knowledge and understanding of industry standards and practices.
- Strong communication and technical writing skills.
- Ability to quickly learn new skills and technologies
- Focused and oriented when working with support team members and teams outside of the support frame.
- Possess and demonstrate technical knowledge to support tier-2 and -2.5 requests.
- Technical certifications are a bonus

### Required Languages:

English: Business level (IELTS 7 (8 preferred); TOEFL 22 or higher)

Japanese: Business level (JLPT 2+ and above)

### Work Hours:

Monday-Friday 9:00-18:00

\*May require work outside of the regular hours depending on support client.

\*\*May require to work hybrid (In-person and remote)

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## 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.