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![sentree]

Jr. IT Consulting Engineer - Apple

Hybrid and Flextime available!

Job Information

Hiring Company
Sentree KK

Subsidiary
Sentree K.K.

Job ID
1305611

Division
Operations

Industry
IT Consulting

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

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Meguro-ku

Train Description
Yamanote Line, Meguro Station

Salary
3 million yen ~ 6 million yen

Holidays
Public holidays, Vacation as per Japanese Labor Standards

Refreshed
December 17th, 2024 06:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Business Level

Japanese skill requirement : verbal communication level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

Sentree K.K. has an opening for an Apple-focused IT Consulting Engineer in Tokyo, Japan, who can perform the daily tasks required to ensure client sites are properly serviced and maintained in an efficient, professional, and expert manner. Staying ahead of the curve requires a systematic approach to ensure information technology initiatives are well planned, flawlessly executed, and rapidly adopted across our client base.

Core Responsibilities

- Support and Maintenance Client IT
- Execute Project Delivery
- R&D for New Services and Techniques
- Completion of Documentation
- Adhere to and held develop Standards
- Continue Professional Development
- Provide Trustworthy Service

Daily Responsibilities

- Ensure client sites are properly serviced and maintained
- Ensure tasks are performed according to company standards and expected quality
- Identify and mitigate any issues or risks that arise
- Exercise a consulting mindset and expertise
- Schedule regular meetings with clients, deliver status reports and updates
- Monitor client services, prioritize, and offer important services
- Working with the EOS (Entrepreneurial Operating System) and scorecards
- Create and manage internal and external project briefs
- Maintain various administrative worksheets (checklists, time sheets, billable forecast)
- Daily stand-ups with team members
- Weekly checkins with the Operations Manager
- Attend Weekly Level 10 Meetings prepared to contribute and be proactive

Location:
Hybrid Remote & Onsite in Minato-ku, Tokyo with majority of client site visits within central Tokyo

Working hours:
Flex System 8AM - 5PM, Primarily weekdays with occasional project work on weekends

Holidays:
Weekends, Public holidays, Vacation as per Japanese Labor Standards

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Required Skills

Required Skills (Must have):

- Technical IT troubleshooting experience, Help Desk and SysAdmin levels including deep experience with macOS and iOS.
- Ability to architect and configure cloud email and document storage using Google, Microsoft, Dropbox, and similar tools.
- Ability to visually document system setup so other system admins can efficiently troubleshoot a system in your absence.

Preference Given To Candidates with (Good to have):

【Soft Skills】

- Prior experience as in independent consultant and as a member of an IT team
- Possess excellent interpersonal skills and have the ability to work individually and in a team environment collaboratively
- Able to communicate effectively, build credibility and trust, analyze people's problems, make decisions, and learn continuously
- Capable of coordinating multiple efforts simultaneously
- Comfortable creating internal and public facing video highlighting security best practices, trust building profiles on staff to better connect with our clients in a professional manner
- Creation of easy to understand "how to" documentation as a self-help resource for users
- Familiarity with Agile work processes and project management

【Technical Skills】

- Ability to troubleshoot and recover macOS running on Apple Silicon and Intel chipsets
- Familiarity with Windows 10 and 11 under Active Directory
- Able to architect and deploy Mobile Device Management Systems using Mosyle, Jamf, Addigy, and similar tools as per Apple's recent best practices
- Comfort with scripting and command-line functions
- Able to install and setup computer and network hardware
- Managing configuring internet connectivity and UTM appliances
- Ability to design robust Wi-Fi networks using Cisco Meraki, Ubiquiti, Extreme, Aruba, and similar tools

Three approaches our Consultants are expected to take when working with our clients

- Giving advice - looking through a client's business to find and make recommendations for performance and security improvements.
- Delivery of Services - help deliver the performance and security improvement outcomes our clients need and want.
- Review or audit - examine our client's approach to business function or serving as an architect for a complex IT system.

You'll need five specific characteristics

- An ability to quickly and accurately understand what's happening.
- A caring about the welfare of our client's business and the clients themselves.
- Have the ability to assess and deal with the human needs of our clients.
- Technical depth and experience in a variety of environments.
- Tenacity and an ability to deal with many different issues, circumstances, and personalities.

Company Description

Sentree K.K. is a growing IT company based in Tokyo, Japan working with a range of exciting multi-national clients such as award-winning architects, video production companies, product designers, interior designers, private schools, and ad agencies. We help get technology out of the way so clients can focus on their creative business vision and provide a reliable, trustworthy technology foundation upon which creative business leaders can build winning teams.

Brave and creative entrepreneurs needing a strategic IT blueprint to achieve their creative vision come to Sentree K.K. We like to solve problems for a diverse group of multi-national teams and we're attracted to working with creative people because we're creative too. We strive for continuous improvement because we're lifelong learners and value intelligent and curious individuals.

Unprecedented Career Opportunity

We are growing more quickly than ever before.

Up until now, digital transformation has been overused marketing speak relegated to actually being done by a select few leading organizations. Now, given the demands of increased efficiency from a remote and hybrid workforce, even small and medium sized companies in Japan have realized that digital transformation is critical to their survival and needs proper investment in the tools and processes to lead this change.

These new roles at Sentree provide you the career opportunity to craft these critical workflows end to end. You are not working on just a small siloed piece of the solution, but are crucial in shaping the full result end to end. Capable early entrants to our team in this period of massive growth will find unprecedented career opportunity.

If you are excited to be in the centre of Tokyo, in one of the best places in the world to live, work and play, take a look at our openings!

テクノロジー、セキュリティ、教育を通じて成長を刺激する

今日のビジネスや企業を成長させるには何が必要ですか？

それはテクノロジーがを含まれます。Sentree株式会社は、ITのニーズを定義し、選択肢を明確にする支援をします。テクノロジーの利便性や柔軟性を活用して、成長するための力を提供します。

皆様のためにできることは？

私供は、テクノロジー、セキュリティ、教育を通じて成長を刺激します。 ワイヤレステクノロジーを活用するモバイルワークシステムと、あらゆる種類のビジネスをサポートする幅広いITサービスを提供するAppleシステムを専門としています。

成長する準備をしましょう

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