



SERVICE DESK JUNIOR TECH

Job Information

Hiring Company

[BIOS, Inc.](#)

Job ID

1427339

Industry

System Integration

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

June 26th, 2024 04:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

High-School or Below

Visa Status

Permission to work in Japan required

Job Description

Key responsibilities

- Provide remote support via email and/or phone for tier-1 requests, including account creation, password reset, AD management.
- Log and monitor requests in the ticketing system, ensuring that delegation, escalation, change and closure are executed based on the policies and/or processes implemented by BIOS and/or agreed with Clients.
- Assess and perform damage control for any discrepancies in support for tier-1.
- Manage hardware store for internal and client assets.
- Demonstrate a pro-active attitude when executing tasks and closing tickets.
- 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.
- Comply with BIOS ISMS policies for handling of internal (BIOS) and external (Client) information. *Training provided during staff induction phase

Required Skills

- 1+ years of experience with installation, configuration and troubleshooting of Microsoft products, including Exchange and AD.
- Basic 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.

Required Languages:

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

Japanese: Business level (JLPT 1) *Native level preferred

Work Hours:

Monday-Friday 9:00-18:00 (Hybrid)

*Except on national holidays and weekends.

**Not limited to the date and time written above. Staff may have to support clients outside of the above date and time.

***Staff may be asked to work from a different site location depending on the client's needs.

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.