



Datacenter Managed Service Engineer (BIOS: DCS Engineer)

HOT job in Osaka

Job Information

Hiring Company

BIOS, Inc.

Job ID

1429066

Industry

System Integration

Job Type

Contract

Location

Osaka Prefecture

Salary

Negotiable, based on experience

Refreshed

June 24th, 2024 07:00

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 or Below

Visa Status

Permission to work in Japan required

Job Description

BIOS is looking for experienced data center engineers to join international support team servicing a global provider in Tokyo/Osaka. Fast Moving environment where you will be expected to undertake key aspects of maintenance and deployment work on Servers, network appliance, cabling and datacenter projects.

Responsibilities:

- Project and Request Management – process, coordinate and support tickets as per agreed service levels for both scheduled and unscheduled support request.
- Communicate and interface with suppliers, multi-cultural system administrators, clients and other groups representing the designated operation site.
- Install, move, add, and change server and other hardware in data center according to requests.

- Hardware: e.g. troubleshooting of hardware, labeling, root cause analysis, trend analysis, break/fix, smart hands, firmware upgrades.

- Network connectivity support: e.g. voice, network, circuit and including cable management

- Deployment support: e.g. supervision & installation of construction work, cabling, power, rack/un-rack, server kitting, diagnostic, OS build and support

- Media operation support: e.g. mount/un-mount medias and support Librarians.

- Asset and Capacity Management - Asset including stocks management: e.g. spare parts, cable, kits, inventory/gap analysis report

- Site logistics support: e.g. receiving, storing, shipping and disposal of equipment.

- Maintain and monitor performance and service levels of all the support systems.

- Ensure regular reporting to management regarding performance and service levels.

- Attending meetings required by operation.

- Comply and enforce internal policies, processes and standards.

- Create, maintain updates and publish process & procedural documents.

- Contribute to project and program activities as necessary.

- Continuity of Business preparation and support: e.g. power-down event, COB drills, adequate staffing during staff illness/vacation.

- Conduct necessary training of new staff.

Required Skills

- 3+ years' experience in troubleshooting Server/ Network hardware

- 3+ years' experience working for a data center or equivalent.

- Technical skills and excellent knowledge of server or connectivity devices hardware

- Self-motivated, flexible, enthusiastic, good communication skills (written and verbal)

- Willing to learn and undertake further training and qualifications where required.

- Can work well both as an individual and as part of a team.

- Comfortable in a hands-on role.

- Physically able to lift 70 lbs. (30kg) with proper technique.

- Ability to work with hands (will work with power drills, hand tools, and precision tools).

- Must flexible with shifting work schedule as needed.

- Ability to work in a fast paced environment.

- Willing to take direction and follow well defined processes and procedures.

Bonus Points

- Detail-oriented with excellent organizational skills.

- Work IDF/MDF, Telco, Fiber infrastructure (testing with tester, Power meter, Cabling/routing).

- OTDR

Requires Languages:

English: Business level

Japanese: Fluent level – Native

Japanese driver's license preferred

Work Hours:

Monday-Friday 9:00-18:00

Hours will be varied on accordance of assigned task and clients

On-call duty with rotation policy. Weekend and 24/7 shifts will be on shared shift rotation.

Salary range:

Commensurate with experience and skill

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.