



Technical Support Engineer | windowsアドミニストレーター経験をお持ちの方

サーバーシステム、ネットワークセキュリティー、データ収集の知識を活かせる！

Job Information

Hiring Company

AVEVA K.K

Subsidiary

AVEVA Japan

Job ID

1457509

Division

Product Support

Industry

Software

Company Type

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

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Yamanote Line, Tamachi Station

Salary

6 million yen ~ 7.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

37.5 hours/week

Refreshed

July 23rd, 2024 11:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

External Job Title: Tech Support Engineer - II

Product: AVEVA PI System

Reports to: Tech Support Engineer Team Leader (Tokyo)

Employee type: Permanent (full-time)

Location: Tokyo Japan (Tamachi Office)

Work Style: Hybrid

Benefits: Flex working hour system with core hours system, starting from total 22 days annual leaves, Maternity, Paternal, Additional Leaves, Life Insurance, Retirement allowance, Group Term Life Insurance, Annual Health Checkup, Relo Club Employee Benefits, Well-being Support, Learning Support, Company's Gift, Work anniversary leaves, etc.

Language requirements: Bilingual to native level of Japanese language and business level of English language

Others: candidates need to have permit to work in Japan

As a Tech Support Engineer - II, you will:

- Enable our customers' success to manage their operations by supporting them remotely through phone, email, web channels or on-site to best serve their environment while solving a variety of complex technical challenges
- Communicate with our customers to understand how they utilize our software to solve their business challenges, and collaborate with different OSIsoft departments to deliver and improve our customers' experience with our company and products
- Complete our New Hire Orientation and a thorough training program where will you learn about our products, customers and company culture via classroom training, customer interactions, visiting operating facilities, shadowing, and hands on experience helping customers get value from their PI systems
- Teach our customers how to use our software as an instructor for public classes, or assist in the development of your peers as an internal instructor or job trainer
- Grow your technical skillset by developing a solid foundation in the PI system, related software and industry technologies
- Track and reproduce product issues in an effort to determine root cause

Required Skills

We're looking for:

- At least 2 years of work experience in technical support area
- At least bilingual level of Japanese language and business level of English language
- Self-motivated individuals with a customer mindset and desire to help people
- Enthusiasm for technical problem solving, with attention to detail and strong communication skills
- Ability to learn and research in a dynamic and engaging environment
- Business level of English speaking and writing skills
- Process Engineering, Computer Science, Natural Sciences or related field
- Proven experience of AVEVA PI products or similar technologies.
- Knowledge in Network and security.
- Exposure to Windows Server, Access privilege management, SQL would be an advantag

Company Description