



## SR IT Engineer - Windows 👍 Exclusive job

### Job Information

**Recruiter**

JAC International Co., Ltd.

**Hiring Company**

Global IT Company

**Job ID**

1457622

**Industry**

Internet, Web Services

**Job Type**

Permanent Full-time

**Location**

Osaka Prefecture

**Salary**

6 million yen ~ 8 million yen

**Refreshed**

January 22nd, 2025 21:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

Deliver superior customer service through professional, comprehensive, and timely communication for all Incidents and Requests for Change.

- Ensure timely response, escalation, and resolution to promote the rapid restoration of services for all incidents.
- Through review and approval, ensure methodical and successful execution of customer change requests.
- Maintain system stability through advanced troubleshooting, timely resolution of customer incidents, and proactive maintenance.
- Maintain and improve client loyalty and Net Promoter scores.
- Partner with the Account and Sales team and aid in the regular Service Reviews. Work with the Account team to build a strong client relationship and grown revenue.
- Communicating and collaborating with local and global teams.
- Pro-active and reactive performance analysis, monitoring, troubleshooting and resolution of issues.
- Provide 24x7 escalation support for associated with the Microsoft Windows platform and SQL Server environment for Japan Managed Hosting Customer.
- Dispatch to data center or customer site for on-site support if urgent situation.
- Tasks and other duties assigned by leaders.

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## Required Skills

- Email and Phone based communications in both Japanese and English.
  - Reading and writing in both Japanese and English.
  - Previous Operating Systems support experience in enterprise, IT, or service provider environment.
  - Hands on experience including but not limited to:
    - Administration of Microsoft Operating Systems (2008,2012,2016,2019,2022).
    - Administration of MS patch, and validation before deploying on customers' production environment.
    - Administration of Common Windows operating system components (IIS (FTP Service), Active Directory, DNS, RDS, WSFC, Clustering etc.).
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