



Datacenter Managed Service Engineer (BIOS: DCS Engineer)

HOT job in Osaka

Job Information

Hiring Company

BIOS, Inc.

Job ID

1461373

Division

Data Center Managed Service in Osaka

Industry

Hardware

Job Type

Contract

Location

Osaka Prefecture

Salary

4.5 million yen ~ 5.5 million yen

Refreshed

March 31st, 2025 03:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

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

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 but not a must

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

Example:

3 years experienced at server maintenance up to 4,500,000 Annual

3 years experienced at datacenter server/network O&M up to 5,500,000 Annual

Company Description