



## 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

November 25th, 2024 02:00

### 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