



## Datacenter Managed Service Engineer (Osaka)

### Job Information

**Hiring Company**

[BIOS, Inc.](#)

**Job ID**

1461867

**Industry**

Hardware

**Job Type**

Contract

**Location**

Osaka Prefecture

**Salary**

4 million yen ~ 5.5 million yen

**Refreshed**

December 19th, 2024 10:00

### 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.
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## 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
- 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.
- Willing to take direction and follow well defined processes and procedures.
- Can work well both as an individual and as part of a team.

### Bonus Points:

- Detail-oriented with excellent organizational skills.
- Work IDF/MDF, Telco, Fiber infrastructure (testing with tester, Power meter, Cabling/routing).
- CCNA certificate is preferred.

### Requires Languages:

English: Business level

Japanese: Business level

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## Company Description