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Datacenter Managed Service Engineer (DCS Engineer at Tokyo)

Job Information

Hiring Company
BiOS, Inc.

Job ID
1461908

Industry
Hardware

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
4 million yen ~ 5.5 million yen

Refreshed
December 26th, 2024 05:00

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
• 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

Company Description