



## SS\_IT Support Engineer

### Job Information

#### Hiring Company

[BIOS, Inc.](#)

#### Job ID

1463159

#### Industry

System Integration

#### Job Type

Contract

#### Location

Tokyo - 23 Wards

#### Salary

Negotiable, based on experience

#### Refreshed

November 25th, 2024 02:00

### General Requirements

#### Minimum Experience Level

Over 3 years

#### Career Level

Mid Career

#### Minimum English Level

Daily Conversation

#### Minimum Japanese Level

Native

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

### Job Description

- Handling technical inquiries remotely - tier 1 and tier 1.5 (escalation)
- Handling technical inquiries onsite - tier 2 and tier 2.5 (escalation)
- Schedule, monitor and deliver support for end-users within agreed SLA levels between BIOS and client(s).
- Demonstrate the ability to identify and escalate requests for approval, when needed.
- Provide VIP support for internal (BIOS) and external (Client) end-users.
- Undergo regular training to improve support skills. \*Training scheduled and provided through official tools.
- Conduct a professional communication, in writing and verbally, with internal (BIOS) and external (Client) end-users.
- Creating documentation and materials.
- Assist with testing and rolling out new tools and applications for internal (BIOS) and external (Client) projects.
- Share support knowledge with designated users.
- Comply with BIOS ISMS policies for handling of internal (BIOS) and external (Client) information. \*Training provided during staff induction phase or during annual training period
- Japanese level (native level preferred), English (daily conversation)

### Required Skills

**Required skills**

- 3+ years of experience with installation, configuration and troubleshooting of Microsoft products, including Exchange and AD.
- Expert in with Microsoft 8.1 and 10 desktop issues
- Troubleshooting skills with network, firewall and telecommunication devices
- Technical knowledge and understanding of industry standards and practices.
- Strong communication and technical writing skills.
- Ability to quickly learn new skills and technologies
- Focused and oriented when working with support team members and teams outside of the support frame.
- Possess and demonstrate technical knowledge to support tier-2 and -2.5 requests.
- CompTIA A+, ITIL, Agile certifications preferred.

**Required Languages:**

English: Business level (IELTS 7 (8 preferred); TOEFL 22 or higher)

Japanese: Business level (JLPT 1) \*Native level preferred

**Work Hours:**

Monday-Friday 9:00-18:00

---

Company Description