

## 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**

July 29th, 2024 08:00

### 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 or Below

**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

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Company Description