



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

December 30th, 2024 06:00

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

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- 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