



【正社員】 Desktop Support Engineer | エンドユーザーサポート | JLPTN2 above OK

Visa sponsor | ネットワーク、PC、トラブルシューティング

Job Information

Hiring Company

Oikotechno Japan Co., Ltd

Subsidiary

OIKOTECHNO JAPAN

Job ID

1465315

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Train Description

Tozai Line, Kayabacho Station

Salary

3 million yen ~ 5 million yen

Refreshed

July 11th, 2024 07:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 25%)

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Service Deliverables:

- Provide onsite and desk side support services to end users.
- Troubleshoot PC related problems at the direction of client level 2 or SPOC.
- Complete incidents and requests within SLA in pressurized environment.
- Build, configuring and troubleshoot Install "Gold" image on Customer PC and laptop applications and hardware

components.

- Ensure tickets are updated on a daily basis.
 - Support meeting room environment and video conferencing.
 - Support printers, scanners and other peripherals.
 - Support mobile devices, such as iPads, iPhones and Android devices.
 - End-User Data back-up and restoration when required in the course of a service incident.
 - Smart hands support for data center equipment as per required SLA (in specified locations)
 - As directed by client Tech support will assist in troubleshooting the data center devices
 - Replace defective components cards in data center equipment's as advised by client Tech Support e.g., Remove a module and replace change in support of local Backup Routine in required sites.
 - Import /Export tapes to the tape libraries as advised by client tech support
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Required Skills

- Minimum of 1 year of experience in user support / technical support role
 - Able to carry out fluent level communication in Japanese and English
 - *Japanese will be used primarily for communications with clients, and English is mainly written communication internally
 - Individual must have good customer facing skills and be well presented.
 - Demonstrates independent and pro-active thinking
 - Builds effective relationships both within the team and across the business and Professional Services
 - Must be able to work to specified standards and required levels of department, conduct, and sound ethical workplace practices.
 - Must be able to work alone and unsupervised, taking the initiative when necessary.
 - Must be organized and prioritize work appropriately.
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Company Description