



Deskside Support Engineer 大阪 | devices, infra troubleshoot

Basic IT support knowledge/experience OK

Job Information

Hiring Company

[AdamEve. Co.,Ltd.](#)

Subsidiary

Adameve Japan

Job ID

1469356

Industry

Other (IT, Internet, Gaming)

Job Type

Permanent Full-time

Location

Osaka Prefecture

Salary

3.5 million yen ~ 5 million yen

Refreshed

June 24th, 2024 08:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Are you an experienced Desktop / Network Support Engineer looking for an exciting opportunity in IT industry? AdamEve Japan is urgently hiring for full-time positions in Osaka

In this role, you will be responsible for handling daily technical support activities for desktop systems. This includes the installation of Windows 10, configuration of desktop computers, and testing of network connections. You will play a crucial role in setting up and testing desktop software applications and internet browsers, ensuring the proper functioning of computer systems. End-user training on computer hardware and software usage is also a key aspect of this position.

As a Desktop / Network Support Engineer, you will develop and manage effective professional relationships with contractor personnel, co-workers, and clients. Adherence to corporate manuals and directives is essential, along with the extension of computer support for systems' software and hardware. You will also be responsible for setting up computers and installing software for various applications, resolving desktop problems, and networking and connecting computers within the

organization.

Required Skills

- 1-4 years of desktop support experience; team lead experience is a plus.
 - Excellent customer service skills in face-to-face, telephone, or electronic interactions with clients.
 - Strong language and communication skills (EN/JP).
 - Solid understanding of computer support and troubleshooting.
 - Knowledge of Windows XP, Vista, 7, Win10-11, Mac OSX, Windows Server products, and/or Apple Operating Systems.
 - Ability to work collaboratively in a team and prioritize projects effectively.
 - Hands-on experience with Microsoft office suite, SCCM, AD etc.
 - Proficient in solving complex hardware and software issues.
 - Excellent interpersonal skills.
 - Ability to multitask, work independently, and demonstrate effective problem-solving skills.
 - Currently based in Japan.
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Company Description