



Data Center Engineer (Remote Hands) [Exclusive job](#)

Work at a large Data Center

Job Information

Hiring Company

[BiOS, Inc.](#)

Job ID

1470311

Industry

System Integration

Job Type

Contract

Location

Tokyo - 23 Wards, Koto-ku

Train Description

Yurikamome Line, Shin Toyosu Station

Salary

3.5 million yen ~ 4.5 million yen

Refreshed

January 27th, 2025 06:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

BIOS is looking for experienced data center on-site engineers to join international support team servicing a global provider in Tokyo. Fast Moving environment where you will be expected to undertake key aspects of maintenance and deployment work on datacenter services and projects.

Remote-hand service:

- **Request Management** – process, coordinate and support tickets as per agreed service levels for both client's and end user's scheduled and unscheduled support request.
- **Communicate and interface** with client, end users and other internal and external groups representing the designated operation site.

- Install, move, add, and change server and other hardware in data center according to requests.
- Hardware: e.g. troubleshooting of hardware, labeling, trend analysis, break/fix, smart hands.
- Network connectivity support: e.g. voice, network, circuit and including cable management
- Deployment support: e.g. supervision & installation of construction work, cabling, power, rack/un-rack, server kitting
- **Asset and Capacity Management** - Asset including stocks management: e.g. spare parts, cable, kits, inventory/gap analysis report
- Site logistics support: e.g. receiving, storing, shipping and disposal of equipment.
- Attending meetings required by operation.
- Comply and enforce internal **policies**, processes and standards.
- Create, maintain updates and publish process & procedural documents.
- Conduct necessary training of new staff.
- Escort customers/vendors

Work hours:

AM Shift: 09:00-17:30 (1hr break)

PM Shift: 13:00-21:30 (1hr break)

Night Shift (Respond on days when tasks are available): 22:00-06:30 (1hr break)

Required Skills

- 1+ years troubleshooting Server/ Network hardware
- 1+ years' experience working for a data center or equivalent.
- Self-motivated, flexible, enthusiastic, good communication skills (written and verbal)
- Willing to learn and undertake further training and qualifications where required.
- Can work well both as an individual and as part of a team.
- Comfortable in a hands-on role.
- Must flexible with shifting work schedule as needed.
- Ability to work in a fast paced environment.
- Willing to take direction and follow well defined processes and procedures.

Bonus Points

- Detail-oriented with excellent organizational skills.
- Work IDF/MDF, Telco, Fiber infrastructure (testing with tester, Power meter, Cabling/routing).
- Japanese: fluent Level (JLPT N1 or, native level)
- English: Business Level

For candidates with no experience:

- No IT experience is required as long as the candidate is bilingual
- Strong interest in IT and technology
- Willingness to learn and take on new challenges

- Excellent communication and teamwork skills
- Must be flexible with shifting work schedule as needed.

Company Description