CareerCross

EIRE
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Senior Desktop/IT Infra Support Engineer (Japanese+English)

常駐エンジニア ・ アジア太平洋地で急成長の企業 ・ キャリアアップのチャンス！

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1480269

Division
On-site IT Infra Support Services

Industry
IT Consulting

Company Type
International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - Other Areas, Ome-shi

Train Description
Ome Line, Ozaku Station

Salary
5.5 million yen ~ 6.5 million yen

Refreshed
June 24th, 2024 01:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

★ 企業エンドユーザーシステム（ハードウェア＆ソフトウェア）の英語使用テクニカルカスタマーサポート
★ キャリアアップのチャンスが豊富！
★ 勤務地：東京都青梅市

現在、弊社クライアントの青梅市（東京都）にあるオフィスを拠点とするITサポートエンジニア（常駐）を募集しております。
アジア太平洋地域全体で急成長の企業での業務で、会社の成長と発展に貢献できます。

■最寄り駅：青梅線 小作駅よりバス8〜15分程度

【業務内容】

● 青梅市にあるオフィスのITシステム全般において、オンサイトでITテクニカルサポートとスマートハンズサービス
　◎Windowsハードウェアおよびソフトウェア
　（PC、ノートPC、モバイル機器、プリンター、Windows OS、Microsoft 365、Intune、Officeアプリ、メールなど）
　◎Teamsビデオ会議システム
　◎Cisco、Fortigate、Ubiquiti Network、NetAppsストレージデバイスなど
● 顧客や社内組織（システムエンジニア、コンサルタントなど）のIT環境における問題解決
● 問題分析、診断、シミュレーション、開発／エンジニアリングチームへのエスカレーション、フォローアップ
● ポリシーや手順に従いながらサポート
● 運用手順書などのドキュメント作成、レビュー、検証、根本原因分析（RCA）の実施と文書化
● 製品の性能と保守性を評価し、ハードウェアとソフトウェアの使用または変更の決定に寄与
● 夜間や週末のオンコール業務が必要になる場合あり

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- **Resident (On-site) Desktop/IT Infra Technical Support for corporate end-user systems (hardware & software)**
- **Rapidly expanding environment, international corporate culture, with many opportunities for career growth!**
- **Service Delivery Lead opportunity.**
- **Location: Ome-shi, Tokyo**

Our client is rapidly expanding throughout Asia Pac.

In taking on this challenge as a resident IT Support Engineer, based in the client's West Tokyo office, you will become a critical member of a very exciting phase of the company's growth and development.

Role & Responsibilities:

In collaboration with the Level 2/3 teams in the remote Network Operations Center, provide on-site IT technical support, system administration and smart-hands services on all corporate IT Systems in the Japan offices, including: **Windows-based End User hardware and software (Windows OS, PCs/notebooks, mobile devices, printers, Microsoft 365, Intune, Outlook, etc.); Microsoft Teams Video Conferencing units; Cisco, Fortigate and Ubiquiti Network devices, and; data Storage devices.**

- Analyze and provide IT-related resolutions and assistance to customers and internal organizations (i.e. system engineers, consultants, etc.).
- Analysis of customer problems, using professional tools and methods to simulate and accurately define problems, effectively escalate to development/engineering teams and follow-ups to ensure problems are fixed to the satisfaction of customers.
- Exercise independent judgment in support activities and IT delivery techniques, while still following policy/procedures.
- Create, review, validate and follow IT Service documentation such as Standard Operating Procedures; Undertake and document Root Cause Analysis (RCA)
- Evaluate product performance and serviceability in order to contribute to the design of new or modified products.
- Become the central service delivery contact point for the Japan onsite IT support team. Support service delivery metrics and reporting, and be the primary contact point for local Japan support operations.

Required Skills

【語学力】
● 日本語と英語の環境で同僚や外部業者などとコミュニケーションが図れる方

【スキル／経験】
● 企業のエンドユーザーを対象としたITサポート（デスクトップサポート）※　経験：2年以上
※ (Windows OS、モバイル機器、Microsoft Office 365、Intune、SharePoint、Teams等)
● ネットワークとトラブルシューティングの基礎知識
● イーサネット技術、ケーブル配線、および障害検出接続の問題（銅線／ファイバー）の知識

【あれば尚可】
● 情報技術分野の学歴やITインフラなどに関する専門レベルの技術認定資格

【求める人物像】
● カスタマーサービス対応スキル
● 自主的に行動が起こせる方
● チームプレーヤー
● 優先順位を付けて迅速に対応できる方

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<u>Language Skill Requirements:</u>

1. Japanese: High-Intermediate / Business-level Japanese, with ability to communicate effectively with colleagues and partners in a Japanese/English bilingual environment.
2. English: Excellent oral and written communication skills using English

<u>Skills & Experience Requirements:</u>

- 4+ years professional experience providing Technical Support for corporate end-point technologies such as Windows OS computers, mobile devices, Microsoft Office 365, Intune, SharePoint, Teams, etc.) and IT infrastructure (smart hands level support for network hardware, cabling, etc.)
- Ability to diagnose and troubleshoot general networking and system level issues with computers, servers, operating systems and business applications.
- Knowledge of basic networking technical concepts and fundamentals for trouble-shooting
- Familiarity with Ethernet technologies, cabling and fault finding connectivity issues (copper/fiber).
- Excellent customers service interaction skills especially in stressful situations.
- Be highly motivated to take action in creating opportunities or avoid problems. Be able to use initiative and encourage initiative in others
- Team Player. Must be able to work well in a collaborative environment that promotes sharing of knowledge and experiences.
- Able to prioritize and promptly respond to customer issues/requests
- Preferred: an academic background in Information Technology subject and/or professional level technical certifications for computing, systems or IT infrastructure.

Company Description