

# systemsGo

## Support Center Engineer 👍 Exclusive job

Great work-life balance, career opps!

### Job Information

**Hiring Company**

systemsGo Corporation

**Job ID**

1482542

**Division**

Technology Support

**Industry**

IT Consulting

**Company Type**

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

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Minato-ku

**Train Description**

Nanboku Line, Azabu Juban Station

**Salary**

5 million yen ~ 8 million yen

**Work Hours**

Mon-Fri 9am-6pm

**Holidays**

Starts at 13 days/yr paid leave, increases each year until 22/yr

**Refreshed**

July 30th, 2024 01:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level (Amount Used: English usage about 50%)

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

## Job Description

systemsGo is growing rapidly and currently seeking an experienced **Support Center Engineer** who enjoys service delivery of our high-quality IT solutions to new and existing clients. We value self-motivated, enthusiastic professionals who get excited about the excellent professional services for our clients. You should be dependable, curious, and welcome new challenges.

You will work with a dedicated and energetic group of multi-lingual/multi-cultural professionals in an environment with opportunities to develop new knowledge and skills, and perform the responsibilities as listed.

systemsGo is recognized for consistent high quality IT solutions combining local awareness with the ability to communicate with IT HQ staff abroad and implement global IT standards in a local context. Our experienced Service Delivery team, our well-honed business model and our strong understanding of assisting foreign companies in Asia ensures satisfied clients, repeat business and referrals.

### Responsibilities:

#### 1. ServiceDesk support for End users :

- Provide remote support for a variety of systemsGo clients, update status in time.
- Asset management for clients who has stock in systemsGo office.
- Install computers, test hardware, arrange delivery and collection.
- Update tickets in a good timely manner, prepare reports if needed.
- Monitor the ticket system, follow up clients problems until they are resolved, providing frequent updates.
- Manage the instructions / guides for client, document and share with other

#### 2. Internal Support :

- Provide IT support internally, including desktop / network / servers / applications.
- Prepare accounts / computer / desk phone / access for new joiner, manage the local inventory.
- Work with IT team for internal projects, such as migration / upgrades / evaluation etc.
- Alert systemsGo management of potential critical situations.

#### 3. General

- Effectively communicate the status of client issues to the client and the systemsGo Service Delivery Manager.
- Multi-tasking, prioritized the tasks and good follow up skills.
- Actively pursue enhancements to business processes to improve overall productivity.

## Required Skills

### Requirements:

#### 1. Qualifications:

- Technical Diploma, B.Sc. or B.EE. preferred
- Solid Knowledge of operating system, MS Office applications
- Microsoft Certifications: MCSA/MCSE/MCITP; on Windows Server 2008 preferred
- Networking / Website knowledges are preferred

#### 2. Experience:

- At least 3 years experience in a demanding end-user IT environment with extensive user interaction
- Experience providing IT support for multinational users.
- Experience with installing, maintaining and supporting office IT infrastructure-PCs, Servers, Telephones, LAN, WAN Accelerators, Network Routers / Switches / Firewalls, etc.
- Experience with a variety of platforms, environments, support models, industries, etc. preferred

#### 3. Language:

- Japanese&English - Both written and spoken fluency required

### Location

Azabudai, Minato-ku, Tokyo (Please check if the location convenience for you before apply, also you can see other opening IT Engineer positions we are posting )

To apply, please contact: [Daria.Tang@systemsgo.asia](mailto:Daria.Tang@systemsgo.asia)

## Company Description