

Field Project and Support Engineer (第二新卒 welcome!)

Job Information

Recruiter

Next Move K.K.

Job ID

1489570

Industry

Software

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

Salary

5 million yen ~ 7 million yen

Refreshed

August 6th, 2024 14:24

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

Native

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

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- Consult with and develop infrastructure solutions for various business users and customers.
- Collaborate with local teams, customers, and third-party companies to create and implement connectivity and network solutions.
- Troubleshoot and analyze software and hardware products.
- Design, construct, and operate campus networks for client.
- Ensure problem resolution at the customer's site until the solution is implemented and accepted.
- Handle troubleshooting, fault records, and the technical support process.

Required Skills

- Graduate in IT or a related technical field, or equivalent practical experience.
- Technical skills and knowledge in Microsoft Client/Server Systems (MS Server 2012+, Windows 10+) and Databases (SQL Server 2012+).
- Familiarity with network infrastructure (installation, configuration, and troubleshooting).

Preferred Qualifications

- Over 3 years of business experience as a technical support engineer or field/customer engineer.
- Experience in design, construction, and operation with network devices and wireless network equipment.
- Willingness to travel.
- Strong adaptability and communication skills for efficient collaboration between different teams.
- Experience working with engineers from third-party companies and suppliers.
- Ability to manage relationships with business users and external vendors.
- Experience in communication, negotiation, and troubleshooting with telecommunications carriers.
- Experience with variety of customer facing situations.
- Self-reliant working behavior, adaptability, and high flexibility.
- Experience working in a multicultural environment and abroad.
- Possession of a driver's license.

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