



Ginza勤務 | Digital/Client Device Support (日本語レベル : 読み書き + 会話MUST)

Job Information

Hiring Company

[Oikotechno Japan Co., Ltd](#)

Job ID

1491035

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Train Description

Ginza Line Station

Salary

Negotiable, based on experience

Refreshed

August 27th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

MAIN PURPOSE

As the mobile devices are the main tool for doing business tasks nowadays, due to rapid expansion of device fleet application use increase in the Company. A person responsible will enhance processes, resources and provide better end-user support.

KEY RESPONSIBILITIES

Mobile Device support

- o Mobile devices arrangement (New-joiner, Termination, Transfer)
- o Mobile devices inventory management
- o Mobile devices management by AirWatch & ServiceNow
- o Mobile devices rental support (iPhone, iPad, WiFi router etc.)
- o Order for mobile devices and accessories
- o Mobile device Life Cycle for iPhone & iPads

BTQ iPad/iPhone support

- o Boutique iPhone, iPad and WiFi router kitting by request or for Boutique opening
- o iOS update support
- o Support WiFi connection via iPad, iPhone and WiFi router

Mobile devices Application support

- o Brand application support
- o Richemont application support

Project coordination

- o LINE WORKS support and management
- o Maison event support
- o Local IT & Group Mobile devices project support
- o Collaboration with Local IT & Group HQ team

Incident management

- o Mobile device related issue investigation and resolution
- o Collaborate among Japan IT teams to resolve IT issues
- o Escalate and report requests/incidents to L3 teams
- o Create/Update the document and mobile related page on IT FAQ o SLA reporting
- o Communicate with users and IT person in Japanese/English

Vendor management

- o Vendor management for device kitting, incident support and cellular/mobile carrier
- o Cellular/mobile signal (3G,4G,5G) improvement support with mobile carriers

Required Skills

Preferred Experience

- o 3 years of experience for mobile device management

Preferred Skills

- o Good knowledge of mobile devices specifically iPhone/iPad.
- o Good knowledge of mobile application (LINE WORKS etc)
- o Good knowledge of Mobile device management tool
- o General knowledge of Windows/iOS and MS-Office software.
- o General knowledge of Infrastructure (Networks, PC)
- o General knowledge of similar business structure (Retail, Wholesale, Logistics etc.)
- o Good written and verbal communication skills in Japanese and English

Personal qualities

- o Team Player
- o Have a strong sense of responsibility
- o Strong care about user experience and customer satisfaction.
- o Keen problem solver & analytical nature.
- o Ability to work in a flat and versatile organization, and on multi-national / cultural projects.
- o Autonomous and service oriented.
- o Enthusiastic learner

Company Description