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BiOS IT MANAGED SOLUTIONS

【HOT JOB】 Data Center Managed Service Engineer (Osaka)

Super HOT job

Job Information

Hiring Company
BiOS, Inc.

Job ID
1491828

Industry
Hardware

Job Type
Contract

Location
Osaka Prefecture

Salary
4 million yen ~ Negotiable, based on experience

Refreshed
March 13th, 2025 11:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

BiOS is looking for experienced data center engineers to join international support team servicing a global provider in Tokyo/Osaka. Fast Moving environment where you will be expected to undertake key aspects of maintenance and deployment work on Servers, network appliance, cabling and datacenter projects.

• Project and Request Management – process, coordinate and support tickets as per agreed service levels for both scheduled and unscheduled support request.

• Communicate and interface with suppliers, multi-cultural system administrators, clients and other 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, root cause analysis, trend analysis, break/fix, smart hands, firmware upgrades.

- 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, diagnostic, OS build and support

- Media operation support: e.g. mount/un-mount medias and support Librarians.

• 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.

• Maintain and monitor performance and service levels of all the support systems.

• Ensure regular reporting to management regarding performance and service levels.

• Attending meetings required by operation.

• Comply and enforce internal policies, processes and standards.

• Create, maintain updates and publish process & procedural documents.

• Contribute to project and program activities as necessary.

• Continuity of Business preparation and support: e.g. power-down event, COB drills, adequate staffing during staff illness/vacation.

• Conduct necessary training of new staff.

Required Skills

Required skills:

• minimum 1~3 years' experience in troubleshooting Server/ Network hardware

• Minimum1~3 years' experience working for a data center or equivalent.

• Technical skills and excellent knowledge of server or connectivity devices hardware

• 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.

- Ability to work with hands (will work with power drills, hand tools, and precision tools).

• 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).

• OTDR

Requires Languages:

English: Business level

Japanese: Business level (minimum JLPT2 level, able to speak, read and write)

Japanese driver's license preferred, but not mandatory

Work Hours:

Monday-Friday 9:00-18:00

Hours will be varied on accordance of assigned task and clients

On-call duty with rotation policy. Weekend and 24/7 shifts will be on shared shift rotation.

Salary range:

Commensurate with experience and skill

Company Description