



## Onsite Support Engineer - Deskside User Support

Work at a Global Telecom

### Job Information

#### Hiring Company

BIOS, Inc.

#### Job ID

1492976

#### Industry

System Integration

#### Job Type

Contract

#### Location

Kanagawa Prefecture, Yokohama-shi Nishi-ku

#### Salary

4 million yen ~ 5 million yen

#### Refreshed

October 7th, 2024 00:00

### 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

High-School

#### Visa Status

Permission to work in Japan required

### Job Description

#### Job Description:

#### English

#### First Line (Tier 1) Support

Record/Analyze user problems

Troubleshoot ICT devices and services provided by Ericsson's Enterprise IT, such as company PCs, O365 and MS Teams

Breakfix request faulty hardware

Issue problem [sic] ticket number, arrange with the backend team and report result to the user as soon as possible

Provide services in collaboration with Ericsson global teams or local vendors

Manage printers; RICOH and third-party (best-effort) printers troubleshooting

Provide support, on a best-effort basis, customized and local IT services

TFS: Data room H&E support per instruction by the backend team

IT Standby support in leadership meetings

IT support in management/CEO special events

### **Site IT Operations**

Device health check in pre-determined intervals (video conf systems, printers, External speakers installed in conf rooms)

Preparation of ICT devices, such as PC peripherals, USB speakers and mobile Wi-Fi

Asset/Inventory management of both hardware and software

Proper disposal of aged facilities in pre-determined intervals

Monthly IT sessions as part of user training

ICT devices' (PCs, monitors, printers and USB speakers) lifecycle management,

Create IT documentation and maintaining it

Manage small tasks (projects and tasks of less than 3 months' length)

Contribution to ICT operation processes innovation, reduction and automation

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### **Required Skills**

#### **Required Languages:**

Japanese: Business (JLPT2)

English: business ~ Fluent

#### **Work Hours:**

Mon ~ Fri

9:00 to 18:00

Break Times are (60) minutes per shift

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### **Company Description**