


【Bilingual IT helpdesk at a financial company】
 Exclusive job

Job Information
Temp Agency
[Randstad K.K., Professionals](#)
Job ID

1497832

Industry

Investment Banking

Non-Japanese Ratio

About half Japanese

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 8 million yen

Refreshed

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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

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description
POSITIONS OVERVIEW
End User Support / Service Desk

- Respond to the issues related to the proper function of their PCs
- Provide all tires of support from telephone to remote access to desk-side
- Respond to critical Incidents (PC or LAN failure) on an on-call basis
- Some report support for Regional Office & Branches

Hardware / Software installation and Maintenance

- Maintenance and Upkeep of PC equipment
- Troubleshooting complex technical problems including Desktop and laptop, Monitors, Printers, Servicer room equipment, Firewall switch etc.
- Provide the proper installation and configuration of all PC hardware and software

IT administration

- Manage all software licenses for the installed base of applications
- System Documentation, Project management, Vendor management
- IT service Account Administration
- Computer equipment inventory
- Maintain the user accounts, Group, Security, and access privileges
- Troubleshooting issues with Windows 10, Active Directory, DNS, DHCP

Soft Skills

- Attention to detail and good problem-solving skills
- Ability to following up with clients to ensure the problem is resolved
- Ability to adapt and change, and learn new tools and skills
- Self-motivated, able to deliver under deadline and multi-task under pressure
- Self-starter with a passion for personal development and continuous improvement
- Team oriented
- Excellent customer service, interpersonal and customer-facing skills
- Ability to speak with the customers to find the root of their
- Excellent verbal and written communication skills in both Japanese and English

Required Skills

Qualifications and Experience

- Understanding of security practices including physical, internet, and wireless
- Strong understanding of user authentication, permissions, and encryption
- At least 5 years of Service Desk Financial Industry experience is plus
- Experience troubleshooting conference rooms, Zoom/Teams conferencing issues, telephony, systems, messaging platforms and collaboration tools
- Troubleshooting mobility issues related to MDM, MFA, mobile devices, VPN, laptops and remote connectivity
- Ability to quickly and effectively diagnose and resolve technical issues and eliminate repetitive issues both on-site and remotely

Company Description