



## On-Site IT/Desktop Support Engineer - 千葉県印西市

急成長の企業(クラウド企業向けの大規模インフラ)に貢献！常駐エンジニア！

## Job Information

**Hiring Company**

EIRE Systems K.K.

**Job ID**

1503501

**Division**

On-site IT Infra Support Services

**Industry**

IT Consulting

**Company Type**

Small/Medium Company (300 employees or less) - International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Contract

**Location**

Chiba Prefecture, Inzai-shi

**Train Description**

Keisei Line Station

**Salary**

5 million yen ~ 6 million yen

**Work Hours**

平日（月～金）8：30～17：30

**Refreshed**

November 14th, 2024 16:04

## 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**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

## Job Description

⑨勤務地：千葉県印西市

- ◎印西牧の原駅より自転車7分
- ◎マイカー通勤OK
- ◎英語も活かせる！

現在エイラシステムでは、アジア太平洋地域で急成長中の外資系クライアント拠点（千葉県印西市）で、ITサポートエンジニアを募集しています。

クラウド企業向けの大規模インフラをリードし、持続可能性と効率性を追求する企業です。  
千葉オフィスに常駐するITサポートエンジニアとして、企業の成長を支える業務をお任せします。

**勤務地：**千葉県印西市（印西牧の原駅より自転車7分）  
※車通勤の場合、米本神社前交差点より19分

#### 【業務内容】

- NOC（ネットワークオペレーションセンター）のレベル2/3チームと連携し、オフィス内ITシステムに対するオンサイトサポート
- エンドユーザー向けハードウェアおよびソフトウェア（Windows、Microsoft Teams、ネットワーク機器など）のサポート
- 顧客や社内のIT関連障害の分析および解決。必要に応じてエスカレーション対応
- ITサービス文書の作成・レビュー・根本原因分析（RCA）
- 製品の性能を評価することで、新製品の設計や改良に寄与
- 日本オンサイトITチームの連絡窓口として、サービス指標や報告書をサポート

※週5日、1日8時間勤務。夜間や週末のオンコール業務が発生する場合あり

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- **Resident (On-site) Desktop/IT Infra Technical Support for corporate end-user systems (hardware & software)**
- **Rapidly expanding environment, international corporate culture, with many opportunities for career growth!**
- **Location: Inzai, Chiba**

Our client is rapidly expanding throughout Asia Pac.

In taking on this challenge as a resident IT Support Engineer, based in the client's Chiba office, you will become a critical member of a very exciting phase of the company's growth and development.

#### **Role & Responsibilities:**

In collaboration with the Level 2/3 teams in the remote Network Operations Center, provide on-site IT technical support and smart-hands services on all corporate IT Systems in the Japan offices, including: **Windows-based End User hardware and software, Microsoft Teams Video Conferencing units, Cisco, Fortigate and Ubiquiti Network devices and data Storage devices.**

- Analyze and provide IT-related resolutions and assistance to customers and internal organizations (i.e. system engineers, consultants, etc.).
- Analysis of customer problems, using professional tools and methods to simulate and accurately define problems, effectively escalate to development/engineering teams and follow-ups to ensure problems are fixed to the satisfaction of customers. This may require travel to the customer's site if problem duplication efforts are not effective in resolving customer problem.
- Exercise independent judgment in support activities and IT delivery techniques, while still following policy/procedures.
- Create, review, validate and follow IT Service documentation such as Standard Operating Procedures; Undertake and document Root Cause Analysis (RCA)
- Evaluate product performance and serviceability in order to contribute to the design of new or modified products.
- Work on a 8 hours x 5 days schedule. On-call duties for evenings and weekends may be required from time-to-time.

#### Required Skills

##### 【経験・スキル】

- 2年以上の経験：企業向けエンドポイント技術（Windows OS、モバイルデバイス、Microsoft 365など）およびITインフラ（ネットワークハードウェア、ケーブルなど）の技術サポート
- PC、サーバー、OS、業務アプリケーションのネットワークおよびシステム問題分析・解決スキル
- トラブルシューティングに必要な基本的なネットワーク技術の知識
- 基本的なネットワーク技術やイーサネット技術、ケーブルの知識、接続問題の分析スキル

##### 【語学力】

- 英語：ビジネスレベル
- 日本語：ビジネスレベル

##### 【求める人物像】

- ITサポートにおいて自ら判断し、行動できる方
- 状況に応じた柔軟な顧客対応が得意な方

- 業務改善や問題解決に積極的に取り組める方
- チームワークを重視し、異なる拠点のメンバーと協力して仕事ができる方

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Language Skill Requirements:

1. Excellent oral and written communication skills using English
2. Minimum High-Intermediate / Business level Japanese, with ability to communicate effectively with colleagues and partners in a Japanese/English bilingual environment.

Skills & Experience Requirements:

- 2 years professional experience providing Technical Support for corporate end-point technologies (Windows OS computers, mobile devices, MS Office, etc.) and IT infrastructure (smart hands support)
- Ability to diagnose and troubleshoot general networking and system level issues with computers, servers, operating systems and business applications.
- Knowledge of basic networking technical concepts and fundamentals for trouble-shooting
- Familiarity with Ethernet technologies, cabling and fault finding connectivity issues (copper/fiber).
- Excellent customers service interaction skills especially in stressful situations.
- Be highly motivated to take action in creating opportunities or avoid problems. Be able to use initiative and encourage initiative in others
- Team Player. Must be able to work well in a collaborative environment that promotes sharing of knowledge and experiences.
- Able to prioritize and promptly respond to customer issues/requests
- Preferred: an academic background in Information Technology subject and/or professional level technical certifications for computing, systems or IT infrastructure.

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Company Description