



PR/117747 | Helpdesk Engineer

Job Information

Recruiter

JAC Recruitment UK

Job ID

1504202

Industry

IT Consulting

Job Type

Permanent Full-time

Location

United Kingdom

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 10:41

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

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Title: Helpdesk Engineer

Job Type: Permeant

Office Hours: 7:30am - 3:30pm

Salary: up to £32,000

Job Content:

Carry out a variety of technical and co-ordination tasks at customer site to meet or exceed customer requirements. All tasks must be delivered in a professional and timely manner to ensure a very high level of customer experience.

- Communication with end users from EMEA region face to face or via telephone, email or collaboration tools at customer site.
- 1st level troubleshooting of technical issue with end users and assist them as their escalation point of contact.
- Hands on Desktop/Laptop PC Support Skill.
- Network and PC implementation and optimisation.
- Understand and detailed planning and designing for customer's PC and Network.
- PC/Network/Desktop Security element configuration including day-to-day service delivery.
- Migration planning and execution.
- Support PC and Call Centre system (incl DC server).
- Proof of concept testing and acceptance testing.
- Vendor negotiation and control.
- Development and implementation for new features and services.
- Establish and cease PC/Desktop Security systems.
- Project and service delivery schedule management.
- Careful consideration to ensure profitable systems and implementation.
- Utilize/update ticketing system.
- Maintain secure operations and keep the environment tidy.
- Documented approach for implementation and modification.
- Visit customer premises when required for project or maintenance contract work incl cover staff.
- Periodical status report to line manager.
- Coordination of operation flow with each department and customers.
- Adhoc request from your line manager
- Business trips to EMEA and CIS countries.

Required Skillsets:

- Wide knowledge and proficiency in PC software like Microsoft WIN 10/11, Antivirus, Microsoft 365, Windows Server, AD administration, Virtualization, Cloud(AWS, Azure), Office/Mailer, Switch/Router/IPT, Box, remote access(SSL-VPN, etc)and Firewall products.
- Excellent written and verbal communication skill in English and speaking Japanese would be advantage.
- Ability to investigate and source answers to various email and telephony enquiries about technical issues.
- Proven customer service experience.
- Strong time management/multi tasking & organizational skills
- Strong work ethic.
- Reliable time keeping and attendance
- Solid administration background & a keenness to get involved & support all customer service areas in EMEA.
- Attend customer meetings for projects or maintenance contract work.
- Maintain relevant customer maintenance documentation on file server.

