

IT Support Specialist- Global Investment Bank

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Job Information

Recruiter

Michael Page

Hiring Company

非公開

Job ID

1505600

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7 million yen

Refreshed

November 19th, 2024 14:10

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

You will be responsible for providing technical troubleshooting and consultation to end-users in the Investment Banking divisions in Japan. You will work closely with support teams and other IT departments to resolve issues and fulfill user requests, ensuring the smooth operation of our systems.

Client Details

The Client is a prestigious financial institution operating in the investment banking sector, renowned for its global presence and commitment to excellence. Join the team and become part of a company that values collaboration, innovation, and delivering exceptional service to our clients.

Description

- Troubleshoot issues escalated from the IT Helpdesk, ensuring timely resolution and minimizing disruption to end-users.
- Provide on-site technical support for desktop PCs, including both software and hardware troubleshooting.

- Set up computers and install software systems, ensuring proper functionality.
- Support Market Data and in-house developed applications to optimize user experience.
- Perform basic hardware moves and changes to accommodate user needs.
- Record and manage all incidents and requests in the ticket-tracking system, maintaining accurate documentation.

Job Offer

- Exciting career opportunity with a prestigious financial institution at the forefront of the investment banking sector.
- Access to cutting-edge technology and resources, empowering you to drive innovation and shape the future of IT support.
- Opportunity to work with senior clients and deliver white-glove support, honing your customer service skills and building valuable relationships.
- Work-life balance with a Monday to Friday-schedule, allowing you to enjoy your personal and family life.
- This role is available in both full-time and contract employment type.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Peryhan Essam on +813 6832 8691.

Required Skills

- 2 to 5 years of experience in IT support, demonstrating technical expertise and problem-solving skills.
 - Ability to collaborate effectively within a team and multitask, prioritizing tasks efficiently.
 - Strong decision-making abilities in a fast-paced environment, following approved procedures.
 - Good working knowledge and IT experience supporting Microsoft Windows configuration, Desktop Administration, and Microsoft Office Suite.
 - Solid understanding of Intel-based PC hardware/peripherals, ensuring efficient troubleshooting.
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