



Deskside Support Engineer/ - Seoul

IT

Job Information

Hiring Company

Intersoft K.K.

Job ID

1506896

Industry

IT Consulting

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Freelance

Location

Korea, South

Salary

Negotiable, based on experience

Refreshed

November 27th, 2024 16:34

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Other Language

Korean - Business Level

Minimum Education Level

High-School

Visa Status

No permission to work in Japan required

Job Description

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■ : / Deskside Support Engineer

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- ◇
 - PC (Windows 10/11 ,)
 - Active Directory ,
 - (PC, ,)
- ◇
 - VPN (Cisco AnyConnect)
 - Wi-Fi
 - (iOS/Android)
- ◇ **(MDM)**
 - Microsoft Intune, AirWatch
 - Azure MFA
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- ◇ **MS365**
 - Microsoft Office Suite (Excel, Word, PowerPoint)
 - OneDrive SharePoint
 - Teams/Zoom
- ◇
 - ServiceNow
 - ITSM
- ◇ **IT**
 - (PC , ,)
 - (Excel)
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■ **About Us**

Intersoft Co., Ltd. was established in Tokyo in 1999 as an IT solutions company. We are currently expanding our business overseas in the United States, India, Singapore, Taiwan, Germany, Hong Kong, and Malaysia. Our primary clients include global companies such as securities firms, banks, and life insurance companies, to whom we provide IT outsourcing, compliance-related software development, and system integration services. We employ a large number of bilingual (Japanese-English) technical experts, and we are highly regarded by clients both domestically and internationally.

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■ **Position: Deskside Support Engineer**

We are looking for individuals who want to further develop their career in IT. We welcome applicants from entry-level to senior professionals. There are also career paths available towards roles such as Infrastructure Engineer or Network Engineer!

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■ **Job Description**

- ◇ **Hardware & Operating System Support**
 - PC setup and repair (Windows 10/11 troubleshooting, imaging)
 - Active Directory management, user account setup
 - Hardware diagnostics (PCs, printers, mobile devices)
- ◇ **Network Management**
 - VPN setup (Cisco AnyConnect, etc.)
 - Wi-Fi troubleshooting
 - Mobile device management and setup (iOS/Android support)
- ◇ **Mobile Device Management (MDM)**
 - Microsoft Intune and AirWatch deployment and configuration
 - Azure MFA and other security measures
 - Application deployment and management
- ◇ **Cloud & MS365 Support**
 - Microsoft Office Suite (Excel, Word, PowerPoint) support
 - Troubleshooting OneDrive and SharePoint
 - Support for Teams/Zoom video conferences
- ◇ **Ticketing System Support**
 - ServiceNow ticket handling
 - Case logging and management within ITSM systems

◇ **IT Asset Management**

- Inventory management (receipt, registration, disposal of PCs and peripherals)
- Report generation (organizing asset management data using Excel)
- Preparing hardware for shipment and organizing internal orders

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Required Skills

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- IT 1
- Windows OS Microsoft Office Suite
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- Microsoft Certified Professional / Microsoft Certified Technology Specialist
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- , MDM, Active Directory
- Active Directory
- Azure MFA

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■ **Required Qualifications**

- At least 1 year of experience as an IT technician
- Knowledge of Windows OS and Microsoft Office Suite
- Business-level proficiency in English and fluent Korean
- Strong communication skills

■ **Preferred Qualifications**

- Microsoft Certified Professional / Microsoft Certified Technology Specialist certification
- Experience troubleshooting hardware (ability to distinguish between hardware and software issues)
- Experience supporting networks, MDM, and Active Directory
- Experience in Active Directory management and infrastructure design
- Understanding and troubleshooting of Azure MFA and desktop imaging

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Company Description