デスクトップ・サポート・エンジニア/Desktop Support Engineer/30m and above

IT業界でのキャリアアップをサポートします！

Job Information

Recruiter
Fidel Consulting KK

Job ID
1510928

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chuo-ku

Salary
3 million yen ~ 5 million yen

Refreshed
December 30th, 2024 00:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

- L1 on-site IT support covering multiple technologies and solutions
- Asset management, device lifecycle management including disposal and return to vendor
- Work closely with clients to ensure their BAU needs are met
- Ticket management to ensure SLA and NPS requirements are met
- Asset and mobile device refresh
- Meeting room support, including devices and technology
- L1 Onsite IT support presence covering Multiple technologies and solutions
- Asset Management and managing device lifecycle including disposal and return to vendor
- Liaise and work closely with client to ensure BAU needs are met
- Ticket Management to ensure SLA and NPS requirements are achieved
- Asset and mobile devices refresh
- Conference room support including devices and technologies

Required Skills

- 1+ years of desktop support experience (software, hardware troubleshooting, Windows OS) Experience in a desktop or deskside support environment.
- Understanding the ITL Framework
- Experience in using ITSM tools like Service Now, Remedy etc.
- Being a native Japanese speaker
- 1+ year of experience Desktop Support for Software and hardware troubleshooting, Windows OS in Desktop or Deskside Support environment.
- Good understanding of ITL Framework is a must
- Experience in using ITSM Tools like Service Now, Remedy etc.
- Native Japanese speaking skills is must

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