CareerCross by JAC Recruitment

ACS Japan

Field Network Engineer L3

Global IT Company

Job Information

Recruiter
ACS Japan

Job ID
1511539

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

【仕事内容]
This is a Global Workplace Support Services in support of providing internal customers globally with the IT Site Support they need to perform their jobs effectively.

• 100% Work from Office (Client location)

• Asset inventory management (New Device Asset/Import/Physical Stocking)
• PC Fulfillment (New, Break fix and Lifecycle), PC LCM Scheduling and PC Recertification (Autopilot/Reimage/Import)
including shipping and receiving Assets.
• Windows/MAC/iPhone/iPad Fulfillment (Break fix/swap/unassigns) and Device Recertification (Wipe/QA/Reload/Import)
• Accessory Request Fulfillment and Unknown Device Research/Investigation
• PC Diagnostics & Sanitation, recycle pickup requests (from end users)
including Asset Offboarding (Device/Accessory Recycle)

• Software Provision/Install Requests, New Printer Configuration Requests, Miscellaneous Service (Return Labels)
• Walkup, Deskside and Remote technical Support (Incident & Request Management/Ticket Escalations)
• New Hire onboarding training and orientation
• AV Meeting Room support

Required Skills

【必要条件】
• Strong in Communication skills and interpersonal skills with experience in IT Hardware & Software Asset Management services
Experience in managing PC and Mobile Assets in ServiceNow module and aware of different stages in asset management lifecycle
• Work with vendors to conduct physical asset audit and maintain asset stock rooms
• End to end asset life management (Forecasting, Receiving, Shipping, Maintenance & Recycling)
• Track complete life-cycle management for each asset in order to maintain warranty information, refresh date and end of life information
• Knowledge on ServiceNow, Windows Auto Pilot, Microsoft Office, Windows OS and iOS troubleshooting skills
• Smart hands support for Server and Network devices
• Train the Trainer

Company Description