



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

January 30th, 2025 07:00

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
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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
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Company Description