



ITサポート・スペシャリスト /IT Support Specialist 5million 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

1517488

Industry

IT Consulting

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Refreshed

January 27th, 2025 13:27

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Set up, configure and troubleshoot your iPhone and other mobile devices.
- Configure laptops, desktops and printers to ensure smooth integration with store systems.
- Support for installing and configuring apps across multiple devices and platforms.
- Remote and on-site technical support for store associates
- Troubleshoot and resolve technical issues with POS (point of sale) systems and retail applications.
- Collaborate with cross-functional teams to implement ApTOS POS solutions.
- Diagnose and resolve hardware, software and network problems in a timely manner.
- Providing remote and on-site technical support to retail store staff.
- Troubleshoot and resolve technical issues with POS (Point of Sale) systems and retail applications.
- Manage and query databases using SQL to ensure data integrity and system efficiency.
- Provide technical support and troubleshooting for Aptos Retail Management System.
- Assist with updating systems, installing software, and applying security patches.
- Provide ongoing training and guidance to retail staff on the use of IT related processes and software.
- Setup, initialize and troubleshoot iPhones and other mobile devices.
- Configure laptops, desktops, and printers to ensure smooth integration with store systems.

- Support app installation and configuration across multiple devices and platforms.
 - Provide remote and on-site technical support for staff at retail locations.
 - Troubleshoot and resolve technical issues related to POS (Point of Sale) systems and retail applications.
 - Collaborate with cross-functional teams to implement ApTOS POS solutions.
 - Diagnose and resolve hardware, software, and network issues in a timely manner.
 - Provide remote and on-site technical support for staff at retail locations.
 - Troubleshoot and resolve technical issues related to POS (Point of Sale) systems and retail applications.
 - Utilize SQL to manage and query databases, ensuring data integrity and system efficiency.
 - Provide technical support and troubleshooting for Aptos retail management systems.
 - Assist with system updates, software installations, and security patches.
 - Provide ongoing training and guidance to retail staff on IT-related processes and software usage.
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Required Skills

Qualifications

- IT Support Specialist 5-8 years experience (role such as IT Device Support or IT Desktop Support)
- Proficient in setting up iPhones, configuring laptops and troubleshooting PC desktops.
- Experience with printer configuration and device management
- Strong knowledge of SQL for database querying and management.
- Familiarity with Aptos or similar retail management systems.
- Understanding of general IT support and network troubleshooting.
- Business level Japanese and English.

Preferred Qualifications

- Experience in a retail or customer service environment.
- Knowledge of other IT systems and software relevant to retail operations.

Japanese: Japanese Business Level N2, English Business Level

- IT Support Specialist 5-8 years' experience (like IT device support or IT desktop support role)
- Proficiency in iPhone setup, laptop configuration, and PC desktop troubleshooting.
- Experience with printer configuration and device management.
- Strong knowledge of SQL for querying and managing databases.
- Familiarity with Aptos or similar retail management systems.
- Understanding of general IT support and network troubleshooting.
- Business level Japanese & English.

Preferred Qualifications:

- Experience in a retail or customer service environment.
- Knowledge of additional IT systems or software related to retail operations

Japanese Languages: Japanese Business level N2 and English Business level.

Company Description