



## URGENT - Desktop Support Engineer

**work onsite at a Global company**

### Job Information

#### Hiring Company

BiOS, Inc.

#### Job ID

1524748

#### Industry

System Integration

#### Company Type

Large Company (more than 300 employees) - International Company

#### Job Type

Contract

#### Location

Tokyo - 23 Wards, Chiyoda-ku

#### Salary

4 million yen ~ 5 million yen

#### Work Hours

8:00-17:00

#### Holidays

土日祝日

#### Refreshed

April 1st, 2025 14:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Basic

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

### Job Description

Responsibilities include but are not limited to the following:

Provide technical support for Windows and Mac environments.

Provide technical support for the desktop hardware including printers, PCs, Laptops, monitors.

Log and update support calls on the client company's case management system.

Miscellaneous end user IT equipment requests

Returns Termination - asset collection services

Conference room support as required  
Application support and engineering (native client software packages are in scope)  
Basic connectivity and network troubleshooting  
Telecom phone support  
In addition to these core duties, employee is expected to be proactive in interaction with members of IT Engineer Team, BIOS Inc. personnel.

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## Required Skills

### REQUIRED SKILLS:

1-2 years troubleshooting experience for ios, mobile device, MiFi support, PC hardware/Software (Macbook preferred, Windows workstation; Office; Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, Office 365).

Self-motivated, flexible, enthusiastic, very good communication skills (written and verbal)

Can work well both as an individual and as part of a team and flexible, able to adjust to the rapid changes in business support.

Willing to take direction and follow well defined processes and procedures.

Able to communicate flexibly with partners & teams both local and in overseas for smooth collaborations (Better to have 1-2 years or more with collaborative experience).

Basic knowledge of Mac experience, having actual support experience is preferable.

REQUIRED language skills: English (Business); Japanese: fluent~native level

### Desired skills:

- Experience supporting users for remote meeting tools, i.e. slack, google, zoom, teams, skype, webex applications
  - Experience working with regional IT teams and on support of both office /remote users, preferably in foreign enterprise companies
  - Experience of directing, interfacing vendors or internal teams at international team environment(Both in Japanese and English).
  - Audio video conference room related support & attendant experience (Google Meet, Zoom or related tools i.e. Cisco Tandberg, crestron touch pannel controller, room monitors, lightings etc..)
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