



【外資優良企業で活躍！】 IT Helpdesk Support Engineer

Multinational Company + Use English

Job Information

Hiring Company

Spellman High Voltage Electronics Corporation

Job ID

1526733

Industry

Electronics, Semiconductor

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Saitama Prefecture, Toda-shi

Salary

4.5 million yen ~ 7 million yen

Refreshed

March 31st, 2025 10:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Other Language

Chinese (Mandarin) - Daily Conversation

Better to have Chinese speaking skill, not must

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

JOB SUMMARY & PURPOSES

- This is a position within the IT providing network, desktop, software, and hardware support to Spellman Japan and assistance to other sites in Asia as needed. This candidate should have a strong working knowledge of Windows-based Desktops and Laptops, Printer support, and the ability to support the Office 365 suite. An ideal candidate would also have some experience with Microsoft Enterprise Technologies including Active Directory and Windows

Server. Experience with Networking/Antivirus and other peripherals is a plus.

MAIN RESPONSIBILITIES & DUTIES

- Resolving desktop support cases and requests, such as Office, OneDrive, Teams, VPN, cell phone etc.
- Providing printer and peripheral support.
- Providing networking support.
- Local vendor contact/coordinate (need to place order to Cordeos)
- Installation and configuration of new hardware. (the cost is calculated separately)
- Update/manage IT assets inventory.
- Create IT accounts in system.
- Supporting the corporate security team with identifying and resolving IT security-based threats including but not limited to: Malware, Viruses, and Phishing.
- Support in maintaining the IT ticket system, logging, monitoring, and resolving issues.
- Support in maintaining the telephone system.
- Create e-PR for local IT equipment.
- System/hardware power off & power on when power outage/resume.
- New user onboard IT training.
- Translating English IT notice/Docs into Japanese.
- New system/application test and implementation.
- Basic Spellman applications support, such as e-PR and ScanStar.
- Glovia basic support, such as how to login, how to clear cache, etc.
- SQL report basic support, such as how to access and search a report, new users training etc.
- Understand and collect users' needs.
- Support Global/Asia IT project, such as new/replacing hardware.
- Report issues and cooperate with Asia and Global to solve problems.
- Responsibility for adhering to the Company's ISO 27001 Information Security, ISO 9001 Quality, ISO14001 Environmental, Health, and Safety management systems. Also contributes to continuous improvement in these standards.

Required Skills

Education

- College degree or above

Work Experience

- Working in IT desk support or network support for at least 1 year

Knowledge & Skills

- Strong knowledge of Microsoft Windows-Based Desktops and Laptops using Windows 10/11.
- Strong Knowledge of installing and supporting hardware for Desktops and Laptops.
- Experience of supporting the Microsoft Office 365 Suite.
- Experience of supporting peripheral devices such as printers.
- Experience of supporting various software solutions.
- Experience of supporting client's network and Wi-Fi.
- Good understanding of software and hardware troubleshooting.
- Experience with Rack-based Servers and Enterprise class switches would be beneficial preferred but is not essential.
- SharePoint and SQL experience would be beneficial but not essential.
- Excellent communication (verbal and written) skills are essential for this support role.
- Good English (verbal and written) ability is must. Good Chinese would be beneficial but not essential.
- Ability to work with all levels of the business and work proactively to improve the overall integrity and performance of network support and infrastructure.
- Strong sense and application of effective teamwork.
- IT skills accumulated with a similar recent position is preferred.

Certificates

- Any Microsoft certification or Network certification is a plus

Company Description