



IT Field Operations Engineer

Hands on experience in Front and backend

Job Information

Hiring Company

[NCR Commerce Japan Ltd.](#)

Subsidiary

NCR Commerce Japan

Job ID

1530482

Division

IT Support

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Salary

7 million yen ~ 8 million yen

Work Hours

37.5 per week

Refreshed

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General Requirements

Minimum Experience Level

Over 6 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

Job Title: IT Field Operations Engineer

Job Summary:

The IT Field Operations Engineer is responsible for providing technical support and maintenance for the organization's IT infrastructure. This role involves troubleshooting, implementing, and maintaining IT systems, as well as ensuring the smooth operation of IT services across various locations.

Key Responsibilities:

- **Technical Support:** Provide on-site and remote technical support to resolve IT issues promptly.
- **System Maintenance:** Ensure the smooth running of all IT systems, including hardware, software, and network infrastructure.
- **Implementation:** Assist in the implementation of new IT systems and upgrades.
- **Security Measures:** Implement IT security measures and protocols to protect the organization's data and sensitive information.
- **Documentation:** Maintain accurate documentation of IT systems, processes, and procedures.
- **Vendor Management:** Coordinate with vendors and service providers for IT products and services.
- **Collaboration:** Work closely with other departments to support IT needs and projects.
- **Stay Updated:** Keep abreast of the latest technology trends and advancements to make informed decisions on IT infrastructure upgrades and improvements.
- **Leadership Communication:** Ensure the Japan leadership team is regularly updated with the latest IT policies and procedures.
- **Relationship Building:** Build and maintain strong relationships with the Japan leadership team to align IT strategies with business goals.

Required Skills**Qualifications:**

- **Education:** Bachelor's degree in Computer Science, Information Technology, or a related field.
- **Experience:** Several years of experience in IT support and operations, with a strong understanding of IT infrastructure, network support, and system security.
- **Skills:** Excellent problem-solving skills, strong communication and interpersonal skills, and the ability to work independently.

Preferred Attributes:

- **Technical Expertise:** In-depth knowledge of IT infrastructure, including hardware, software, networks, and systems.
- **Project Management:** Experience in managing IT projects and leading small teams.
- **Adaptability:** Ability to stay updated with emerging trends and developments in the IT industry.
- **Language Skills:** Proficiency in Japanese and English for effective communication with local and international teams.

This role is essential for ensuring the effective and efficient delivery of IT services that meet business needs in Japan.

Company Description