



サービスデスク・エージェント/Service Desk Agent 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

1533827

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Refreshed

April 21st, 2025 14:22

General Requirements

Minimum Experience Level

Over 1 year

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

Features

- The first point of contact for every end user that reaches your service desk
- Responsible for first call resolution based on SOP/knowledge base.
- Possess effective communication skills to resolve issues while maintaining a troubleshooting record with ServiceNow.
- Aggressively pursue problem resolution and maintain customer satisfaction
- Actively collaborate with cross-functional teams to solve unique problems and share inputs to enhance the knowledge base, which can be further used to update training.
- Acquire knowledge of SD-specific processes
- Participate in all processes defined within the scope of this Agreement (Incident, Problem, Knowledge Management and other processes as outlined in Training).
- Service desk agents must undergo a training program and obtain certification.
- Minimum 2 years experience in a service desk environment
- Have Japanese language proficiency at the Japanese Language Proficiency Test level N1/N2 or N1/N2.

Japanese language ability: Japanese business level (N2), English business level required

- First point of contact for all end users reaching service desk
- Responsible for achieving first call resolution based on SOPs/knowledge base
- Effective communication skills to resolve issues and at the same time maintain record of troubleshooting in Service Now
- Actively pursue resolution of issues and maintain customer satisfaction
- Active collaboration with cross functional teams to resolve unique issues and share inputs to enhance knowledge base, which could be further used to update Trainings
- Acquire knowledge on the processes which are specific to SD
- Participate in all processes defined in scope of this contract: Incident, Problem, Knowledge Management and others described in Trainings
- Service Desk Agents to undergo training program and clear certification
- Must have prior experience of minimum 2 years in Service Desk environment
- N1/N2 JLPT or N1/N2 level of Japanese is mandatory.

Japanese Languages: Business level Japanese(N2) and business level English required

Required Skills

Features

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Company Description