CareerCross

EIRE
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Field Services Engineer / Technical Customer Support

Customer facing Desktop/Network Support

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
270303

Division
IT support

Industry
Other (Banking and Financial Services)

Company Type
International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Train Description
Yamanote Line Station

Salary
Negotiable, based on experience

Refreshed
July 9th, 2024 10:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Fluent

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

EIRE Systems is looking to hire a Japanese and English speaking Technical Support Engineer with a passion for providing outstanding customer service and the desire to learn and develop technical skills.

As a Field Service Engineer, you will work as part of a team supporting financial industry customers in and around the Tokyo area.

In this highly interactive Technical Support role you will utilize your Japanese/English communication skills, while working with and supporting industry leading technology tools within a dynamic fast-paced international environment.

We are looking for a candidate who has a desire to learn and develop their technical knowledge and who are flexible to perform technical support tasks at various office and data center sites across the central Tokyo area.

You'll be given the opportunity to gain invaluable technical and customer service experience. You'll work with a fun, like-minded team in a very multi-cultural setting and gain exposure to many great new technologies used by the finance / banking industry.

Job Description:

- Installing and servicing PC hardware and related equipment at customer sites
- Solving customers' software and basic networking / connectivity problems by phone and though on-site visits to the customer site, as required.
- Training/educating customers about how they can better utilize the technology
- Arranging delivery and removal of equipment, including related coordination and administrative tasks
- Providing outstanding service to corporate enterprise customers

Location:

The candidate will work in the central Tokyo area. Candidates should be based in Japan and available for interview at short notice.

Required Skills

- Some experience supporting Windows computers, ideally in a business environment
- A customer service oriented background with experience solving customer technology problems face-to-face, over the phone or via remote access tools.
- Confident customer-facing inter-personal communication skills, plus professional written and verbal skills in both Japanese and English
- A positive attitude and commitment to offering excellent customer service
- Knowledge for setting up network hardware or basic understanding of network circuits (nice to have)

Company Description

EIRE Systems provides professional IT, consulting and project management services to its clients who rank among the world's most prominent commercial banks and security houses.

EIRE Systems is focused on designing and implementing network solutions to suit client specifications and time frames. We provide market data implementation and optimization, server and desktop rollouts, IT consulting services, project management for relocating and upgrading infrastructure, disaster recovery methodologies and implementation.

EIRE Systems have branch offices in Tokyo, Hong Kong, Singapore and Shanghai.