



## Shared Services Engineer

working in an international team

### Job Information

**Hiring Company**

BIOS, Inc.

**Job ID**

873169

**Industry**

System Integration

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

February 24th, 2025 07:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

The Shared Services Engineer is primarily responsible for ensuring that users are able to perform everyday work functions and to maintain the software and hardware of the users' desktop machines (laptops, desktops).

The Shared Services Engineer is also responsible for the servers at client locations and must coordinate their work schedule in order to visit all of the clients that have been assigned to them. This involves coordination with multiple teams, vendors and clients in order to resolve all outstanding, current or new issues.

As well as this Shared Services Engineer will be involved in various types of projects, will liaise with IT headquarters, deliver consultation of customers' IT environment, and support datacenter management team.

**Responsibilities**
**Technology:**

- Account Creation: The creation, modification or deletion of user accounts on Windows, Linux/Unix, Mail Programs and User directories on the file servers or web servers if necessary

- Hardware Troubleshooting (PC): The ability to troubleshoot and replace hardware components (HD, RAM, Video, Monitor, NIC, CPU etc.) on various PC's and possibly UNIX hardware
- Hardware Troubleshooting (Server): The ability to troubleshoot and replace hardware components (HD, RAM, Video, Monitor, NIC, CPU etc.) on various Server platforms for Windows and possibly UNIX hardware
- Hardware Troubleshooting (Network) The ability to troubleshoot and replace hardware components (Routers, Switches, Cabling etc.) on various devices such as CISCO and WatchGuard
- Move, Add, Change work: The movement of various hardware items (PBX, Phones, Monitors, PC's, Printers, Servers) from one physical location to another. This can also involve the creation of checklists and some training of engineering staff, project management skills may also be utilized on the larger projects
- Server Monitoring: Using remote tools (Online or designed systems) to monitor the status of production servers (Web, Mail, File, DNS) in order to determine if an onsite visit would be required to resolve issues required. This also involves working with OS upgrades (Windows, Linux, Unix) and various applications upgrades and patches to keep the servers running at their best performance levels
- Perform Backup of Data: Performing the backup of data by software, following the current procedure, changing tapes and managing inventory levels in order to purchase new tapes for damaged or old items
- Inventory Management: Includes, ordering of parts, replacements and entering/updating information in the database or inventory management system utilizing current processes and procedures
- Software Troubleshooting (Office): Troubleshooting problems that are encountered with Microsoft Office such as stalled applications, crashes and system freezes and research on the newest versions being released
- Software Troubleshooting (OS): Troubleshooting problems that are encountered on various OS's (Windows, Linux, UNIX) such as stalled applications, crashes and system freezes and research on the newest versions being released
- Software Troubleshooting (In-House): Troubleshooting problems that are encountered on various In-house applications such as stalled applications, crashes and system freezes and research on the newest versions being released
- Produce accurate and informative documentation in a professional and timely manner
- Take part in the design and construction of networks
- Setup servers, PCs and other IT equipment

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## Required Skills

- At least 5 years of experience as a helpdesk, desktop, or user Shared Services Engineer
- Must be MCP certified or equivalent
- CCNA certified or equivalent technical skills are preferred have, but not must
- Strong environment analysis skills
- Strong documentation creation and management skills
- Experience in any vendor management is preferred
- Experience of PC, server installation
- Experience of system administration / IT support
- Strong communication skill

Business-level English and Japanese language skills are required

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## Company Description

BiOS was formed in 1998 (as a division of LINC Media Inc.) and has evolved into a premier IT solutions and outsourcing company. With this evolution BiOS was spun off from LINC Media to create a separate and independently operating company in 2010, now registered as BiOS Inc. BiOS provides solutions and services to a wide range of small and large foreign firms in Japan.

Over the years BiOS has developed the benchmark for bilingual IT Solutions in Tokyo, built on the principle of providing honest and affordable services customized and tailored to our client's needs.

We are always looking for bilingual IT professionals to join our onsite and internal teams. We pride ourselves in recruiting talented and ambitious engineers from all over the world.

Currently our teams include bilingual technical, sales and administration staff from more than 10 countries making BiOS a dynamic IT Team where intellect and creativity and a strong work ethic are all rewarded.

Start your future today with BiOS.