



IT Support Engineer

Job Information

Hiring Company

[BIOS, Inc.](#)

Job ID

986190

Industry

System Integration

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 5.5 million yen

Refreshed

September 16th, 2024 01:00

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

++Responsibilities++

- As an engineer, participate IT infrastructure related projects for global customers per requests (i.e. PC migration projects, office IT setup, end user support for PC and peripherals, data center operations, etc.)
- Communicate with global technical teams, clients, and partners from the initial stage of the project to end; check/analyze tickets/requests/incidents, plan activities, provide onsite support, close tickets, ad report to customers.
- Supervise services provided by vendors; share technical support information, provide work orders/instructions, provide remote and/or onsite assistance while vendors are providing onsite support, follow up with their activities after completed, etc.
- Escalate requests/incidents to appropriate support teams / follow up with technical support team
- Prepare weekly/monthly reports for clients and customers; attend weekly/monthly meetings
- Provide language support (English and Japanese) for clients. Tasks include; translation of manuals, participating meetings in English/create meeting minutes, entering support logs in English, etc.
- Support client's sales team working on bidding for new projects; provide them ideas about proposal from technical point of view

Required Skills

++Requirements++

- +3 years of technical support experience in IT infrastructure projects (preferably with office IT support, server/network, and/or data center related projects)
- Business level Japanese (JLPT N2 or equivalent), and Business level English (TOEIC 800+)
- Interest in business side management of IT projects
- Strong communication skills to update the support status and reporting skills

Location: Shinagawa-ku, Tokyo (occasional business trip may be required per requests by customers)

Working Hours: 8:45-17:30 (Monday to Friday)

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.