



## Bilingual Service Desk Role

### Global IT Company

#### 募集職種

人材紹介会社

[ACS Japan](#)

求人ID

1240065

会社の種類

外資系企業

雇用形態

正社員

勤務地

神奈川県

給与

経験考慮の上、応相談

更新日

2025年02月07日 06:00

#### 応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

#### 募集要項

**Handle calls, emails, & Web tickets (daily)**

**Address technical queries and fix or log them appropriately accurately**

**Escalate queries when required to appropriate personnel**

**Identify trend of calls / tickets and highlight it to Incident Manager (IM)/L1.5, TL, SDM as appropriate (Outage confirmation)**

**Log tickets in Service Now (SNOW) as per policies assigned according to the policies & procedures**

#### スキル・資格

**2- 10 years of overall experience in IT troubleshooting – IT helpdesk or service desk experience is mandatory**

**Excellent analytical, problem solving and critical thinking skills**

**Exceptional oral and written communication skills**

**Ability to work independently, multi-task, and take ownership of various parts of a Project or Initiative.**

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## 会社説明

ACS Japan is a Tokyo based executive search company delivering recruitment services that reflect the core values and needs of the business world today. Our team of professional and experienced recruiters are committed to providing the highest standards of service to both clients and candidates.

ACS Japan's commitment is to personalize individual service to both clients and candidates. We are strongly networked with industry professionals who seek and value success. As the experts of full range human capital services, we specialize in offering consulting and introductions through our networks. One of our main strength is exclusivity to our clients, and speed to our candidates.

We specialize in understanding the individual needs of each company and place top to middle management executives, IT professionals, and hard-to-find specialist qualified candidates. We build and maintain close partnerships with clients to fully understand their business, products, organization in addition to their internal company culture.

ACS Japan has been in Japan market for over 10 years, and has developed deep relationships with fortune 500 companies, smaller to Enterprise and Japanese to Global Clients. At ACS Japan we can help you finding jobs within following domains;

### Enterprise Users Companies:

Marketing, Internal IT and Finance related opportunities within Pharmaceutical, Insurance, Banks & Financial Institutions, Consumer retail companies and e-commerce

### Vendor Companies:

Sales, Marketing, Internal IT and Finance related opportunities within Enterprise Software, hardware, Security and Gaming Companies

### Consulting or Sler Companies:

Sales, Marketing, Internal IT and Finance related opportunities within Big 4s, Indian, European and American Consulting companies including some local big Slers.