



## IT Service Desk

### Global IT Company

#### 募集職種

##### 人材紹介会社

ACS Japan

##### 求人ID

1240758

##### 業種

ITコンサルティング

##### 会社の種類

外資系企業

##### 雇用形態

正社員

##### 勤務地

その他東京

##### 給与

経験考慮の上、応相談

##### 更新日

2024年12月27日 03:00

#### 応募必要条件

##### 職務経験

1年以上

##### キャリアレベル

新卒・未経験者レベル

##### 英語レベル

基礎会話レベル

##### 日本語レベル

ネイティブ

##### 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

Escalates tickets which have not been resolved by SD, in accordance with Customer escalation procedures

Provides status and updates on tickets to authorized users

Reopens Ticket / Creates new ticket to follow up if the user indicates that the inquiry was not resolved to their satisfaction

Makes recommendations for updates to the KB database

Opens, logs, prioritizes, assigns, and closes calls logged in ticketing system

## 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.