



Senior Desktop Support Engineer

Single Point of Contact for local IT

募集職種

採用企業名

エイラシステム株式会社

支社・支店

EIRE Systems K.K. / エイラ システム 株式会社

求人ID

1424334

部署名

On-site IT Support Services Group

業種

ITコンサルティング

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区, 港区

給与

経験考慮の上、応相談

更新日

2025年02月12日 12:00

応募必要条件

職務経験

1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 (英語使用比率: 25%程度)

日本語レベル

ビジネス会話レベル

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Be a part of a small team of bilingual (JP&EN) IT support engineers, providing a combination of day-to-day technical support tasks, systems administration, and projects planning/execution for end-user technologies and systems/applications infrastructure.

Work on-site at a mid-sized, quickly expanding, international Financial Services / Investment Management firm in Tokyo.

Provide a Premium level of IT Service to traders, financial analysts, portfolio managers and executives.

Manage critical IT change and continuous improvement projects!
Opportunities to research, propose and implement new solutions!!

Excellent long-term role with very good prospects for career development.

Responsibilities:

- General day-to-day system administration and technical support tasks
- Comprehensive Desktop Support; covering front-line primary technical support through to full resolution and user satisfaction follow-ups for end-users
- Investigation and testing of new and non-standard systems and applications to ensure security and network integrity prior to installation onto the corporate network; taking ownership of the review and approval procedures.
- Plan and manage small projects from initiation, design through to completion, including documentation and vendor management.
- Troubleshooting hardware and Software issues.
- Support of market trading applications such as Bloomberg, Quick Active manager
- Active Directory and Office 365 administration, issuing accounts and setting up PCs and smartphones.
- Applications installation and configuration (including financial and market trading software).
- Technology set-ups to enable tele-commuting for users, setting up email on mobile devices, support for in-house IP phones, etc.
- Providing user training on Corporate IT policies and technology operation, including all software used by the company.
- Creation and improvement of user manuals and in-house technology documentation.
- Keeping abreast of new technology products/solutions that can better enable the business, as they come to market.

スキル・資格

- 3+ years' relevant IT support experience, preferably with experience supporting Traders, Trading systems and executives (VIP users) in the Financial Services industry
- Professional level communication skills using both Japanese and English
- Hands on experience with Microsoft Windows computers/laptops, remote access, Active Directory, VDI, MS Exchange/Outlook, M365/O365, Teams, InTune and voice/video support
- 'Go-getter' personality with a curious disposition, which translates to being proactive and driven for continuous development
- A team player, strong written and verbal communication skills

会社説明

EIRE Systems is a leading independent provider of professional IT services to the financial, insurance and multinational sectors in Japan and throughout the Asia-Pacific region. EIRE Systems has expertise across a wide spectrum of Information Technologies, with a track record for successfully completing hundreds of assignments since its establishment in 1996.

We provide professional IT services, both project-based and ongoing operational support, in two main areas:

1. IT Services
2. Project Management

EIRE Systems - Tokyo, Asia-Pacific, Beyond...

EIRE Systems provides a wide-range of career choices for internationally-minded technology and support professionals. From the company's small beginnings, EIRE Systems currently has 130 Tokyo-based employees and is expanding it's local, regional and global expertise. We have established offices in Hong Kong, Singapore and Shanghai and are reaching further as we grow our presence throughout the Asia-Pacific.