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EIRE
www.eiresystems.com

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
2024年12月18日 17:48

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

EIRE Systems provides IT Support services to many small, medium and large-scale international companies.

In this Desktop Support Engineer role, you'll be THE go-to person for all local end users in our client's Tokyo office. The

client company's mission is to expand renewable energy solutions in Japan and overseas.

Working on-site at the client's Tokyo office, you'll take charge of hardware and software installations, configurations, and maintenance, providing exceptional technical support for hardware, software, and network-related issues, ensuring that all users can work seamlessly with their desktops, laptops, mobile devices, and other IT equipment.

And, when the going gets tough, you won't be alone! You'll collaborate with other IT teams in the our client's other Tokyo and Asia region office locations to tackle any issues that require escalation.

Responsibilities:

- Provide technical support to end-users via phone, email, or in-person.

- Install, configure and maintain all hardware and software applications for end-users.

- Troubleshoot and resolve hardware and software issues for desktop and laptop computers, mobile devices, and other IT equipment used by employees.

- Manage and maintain hardware inventory for the Tokyo office.

- Collaborate with other IT teams to resolve any issues that require escalation.

- Participate in IT projects related to the Tokyo office, including but not limited to office moves, software upgrades, and hardware deployments.

- Maintain documentation of IT procedures and policies specific to the Tokyo office.

- Identify and recommend process improvements to increase efficiency and productivity.

スキル・資格

Requirements:

- Minimum Business-level Japanese language skills. Intermediate-level English skills for communications with international IT support team members.

- Excellent communication and interpersonal skills.

- Ability to work independently in a fast-paced environment.

- At least 1-2 years of experience in a desktop support role in a networked domain environment.

- Good knowledge of Windows Operating Systems.

- Experience supporting Microsoft Office Suite (Outlook, Excel, Word).

- Familiarity with Active Directory and Microsoft 365 products (O365, SharePoint, Teams, etc.).

- Experience with remote support tools.

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.