Technical Support Engineer｜windowsアドミニストレーター経験をお持ちの方

サーバーシステム、ネットワークセキュリティー、データ収集の知識を活かせる！

募集職種

採用企業名
アヴィバ株式会社

支社・支店
AVEVA Japan

求人ID
1457509

部署名
Product Support

業種
ソフトウエア

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 少数

雇用形態
正社員

勤務地
東京都 23区, 港区

最寄駅
山手線、　田町駅

給与
600万円 ~ 750万円

ボーナス
固定給+ボーナス

勤務時間
37.5 hours/week

更新日
2024年12月24日 10:00

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
ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル
流暢

最終学歴
大学卒 ： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

External Job Title: Tech Support Engineer - II
Product: AVEVA PI System
Reports to: Tech Support Engineer Team Leader (Tokyo)
Employee type: Permanent (full-time)
Location: Tokyo Japan (Tamachi Office)
Work Style: Hybrid
Benefits: Flex working hour system with core hours system, starting from total 22 days annual leaves, Maternity, Paternal, Additional Leaves, Life Insurance, Retirement allowance, Group Term Life Insurance, Annual Health Checkup, Relo Club Employee Benefits, Well-being Support, Learning Support, Company's Gift, Work anniversary leaves, etc.
Language requirements: Bilingual to native level of Japanese language and business level of English language
Others: candidates need to have permit to work in Japan

As a Tech Support Engineer - II, you will:

- Enable our customers' success to manage their operations by supporting them remotely through phone, email, web channels or on-site to best serve their environment while solving a variety of complex technical challenges

- Communicate with our customers to understand how they utilize our software to solve their business challenges, and collaborate with different OSIsoft departments to deliver and improve our customers' experience with our company and products

- Complete our New Hire Orientation and a thorough training program where will you learn about our products, customers and company culture via classroom training, customer interactions, visiting operating facilities, shadowing, and hands on experience helping customers get value from their PI systems

- Teach our customers how to use our software as an instructor for public classes, or assist in the development of your peers as an internal instructor or job trainer

- Grow your technical skillset by developing a solid foundation in the PI system, related software and industry technologies

- Track and reproduce product issues in an effort to determine root cause

スキル・資格

We're looking for:

- At least 2 years of work experience in technical support area

- At least bilingual level of Japanese language and business level of English language

- Self-motivated individuals with a customer mindset and desire to help people

- Enthusiasm for technical problem solving, with attention to detail and strong communication skills

- Ability to learn and research in a dynamic and engaging environment

- Business level of English speaking and writing skills

- Process Engineering, Computer Science, Natural Sciences or related field

- Proven experience of AVEVA PI products or similar technologies.

- Knowledge in Network and security.

- Exposure to Windows Server, Access privilege management, SQL would be an advantag

会社説明