



## SR IT Engineer - Windows 👍 独占求人

### 募集職種

#### 人材紹介会社

株式会社 JAC International

#### 採用企業名

Global IT Company

#### 求人ID

1457622

#### 業種

インターネット・Webサービス

#### 雇用形態

正社員

#### 勤務地

大阪府

#### 給与

600万円 ~ 800万円

#### 更新日

2024年12月11日 03:00

### 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

流暢

#### 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

Deliver superior customer service through professional, comprehensive, and timely communication for all Incidents and Requests for Change.

- Ensure timely response, escalation, and resolution to promote the rapid restoration of services for all incidents.
- Through review and approval, ensure methodical and successful execution of customer change requests.
- Maintain system stability through advanced troubleshooting, timely resolution of customer incidents, and proactive maintenance.
- Maintain and improve client loyalty and Net Promoter scores.
- Partner with the Account and Sales team and aid in the regular Service Reviews. Work with the Account team to build a strong client relationship and grown revenue.
- Communicating and collaborating with local and global teams.
- Pro-active and reactive performance analysis, monitoring, troubleshooting and resolution of issues.
- Provide 24x7 escalation support for associated with the Microsoft Windows platform and SQL Server environment for Japan Managed Hosting Customer.
- Dispatch to data center or customer site for on-site support if urgent situation.
- Tasks and other duties assigned by leaders.

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## スキル・資格

- Email and Phone based communications in both Japanese and English.
  - Reading and writing in both Japanese and English.
  - Previous Operating Systems support experience in enterprise, IT, or service provider environment.
  - Hands on experience including but not limited to:
    - Administration of Microsoft Operating Systems (2008,2012,2016,2019,2022).
    - Administration of MS patch, and validation before deploying on customers' production environment.
    - Administration of Common Windows operating system components (IIS (FTP Service), Active Directory, DNS, RDS, WSFC, Clustering etc.).
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## 会社説明