CareerCross

aMaDEUS

【IT関連学部出身の未経験歓迎】Support Engineer for Airport IT ◆英語を使える・学べる環境

外国籍比率20%以上！ 充実した研修で未経験者も安心して働けます。成田空港勤務

募集職種

採用企業名
株式会社アマデウス・ジャパン

支社・支店
Amadeus Japan K.K

求人ID
1458508

業種
インターネット・Webサービス

会社の種類
外資系企業

雇用形態
正社員

勤務地
千葉県

給与
400万円 ~ 550万円

ボーナス
固定給+ボーナス

勤務時間
シフト制｜土日祝日を含む週5日勤務（※必ずしも連休が取得できるわけではありません）

更新日
2024年08月16日 04:00

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
日常会話レベル (英語使用比率: 25%程度)

日本語レベル
ネイティブ

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

Overview
As the support Engineer, you will be the main point of contact for any inquiries from our customers related to the Amadeus

System. The tasks included but not limited to the following:

Customer Interaction

- Initial Contact: Serve as the first point of contact for airlines seeking technical assistance via phone, email, or other communication channels.
- Customer Service: Provide excellent customer service by being polite, patient, and helpful in addressing user concerns.
- Issue Identification and Logging
- Problem Identification: Gather information to understand and identify the nature of the technical issue reported by the user.
- Issue Logging: Log and document support requests, detailing the problem, its severity, and any troubleshooting steps taken.

Basic Troubleshooting

- Technical Assistance: Provide initial troubleshooting and technical assistance for common problems and known issues.
- Resolution or Escalation: Resolve straightforward issues or escalate more complex problems to higher-level support tiers.

Password Resets and Account Management

- Password Assistance: Assist users with password resets and account unlock procedures.
- Account Management: Handle basic user account management tasks, such as creating, modifying, or deactivating accounts.

Software and Hardware Support

- Software Issues: Address software-related problems, including installation, configuration, and basic functionality.
- Hardware Issues: Assist with basic hardware troubleshooting and support.

Documentation

- Record Keeping: Maintain accurate records of user interactions, issues, and resolutions.
- Knowledge Base: Contribute to and utilize a knowledge base for documenting common issues and their solutions.

Communication

- User Communication: Keep customers informed about the status of their reported issues and provide updates on resolutions.
- Team Collaboration: Collaborate with other IT support levels and teams to ensure effective problem resolution.

Training and Guidance

- User Education: Provide basic training to users on common software and hardware usage to prevent recurring issues.
- Guidance: Offer guidance on IT policies, procedures, and best practices.
- Remote Support: Use remote assistance tools to troubleshoot and resolve without being physically present.

Monitoring

- Basic Monitoring: Monitor Airport IT systems for issues and escalate as needed.
- Alerts: Respond to alerts generated by monitoring systems and take appropriate actions.

Working Arrangement
Weekly Rotational Shift System
Shift Time Frame:
1. 9:00 - 18:00
2. 10:00 - 19:00
3. 12:00 - 21:00
※ You will have the same shift time for a week and change to the next shift time for the next week
※ 5 days of work/week with 2 days off/ week (not guaranteed to be on the weekend or on 2 consecutive days)
※土日祝日を含む週5日勤務
※必ずしも連休が取得できるわけではありません

Shift example
1st week of January : 9:00 - 18:00 shift with days off on Monday and Thursday
2nd week of January : 10:00 - 19:00 shift with days off on Tuesday and Friday
3rd week of January : 12:00 - 21:00 shift with days off on Wednesday and Saturday
4th week of January : 9:00 - 18:00 shift with days off on Thursday and Sunday

★WHY THIS ROLE IS FOR YOU?
・You will have a 3 months on-the-job training so you can learn with ease into your role
・With diverse local team member and global team in 190 countries, you can practice and improve your language skills
・Technology＋Tourism Industry is rapidly growing, so you can also advance in the industry
・Enjoy employee benefit (wellbeing, annual bonus, equity plans, learning environments, and more)

スキル・資格

Experience & Expertise:

■Experience in delivering IT Support in an Airport or similar environment
■An understanding of mechanical componentry
■Customer Service in an IT Environment
■Ability to build excellent customer and internal relationships
■Strong verbal and written communication
■Native Japanese, and proficient English skills

Preferred

■The ability to build, & lead and also to operate as part of high performing teams
■Decision Making/Problem Solving
■Ability to analyze complex information and identify the most relevant details
■Ability to diagnose technical issues and assess appropriate action required

会社説明