

## SS\_IT Support Engineer

### 募集職種

### 採用企業名

株式会社バイオス

### 求人ID

1463159

### 業種

Sler・システムインテグレーター

### 雇用形態

契約

### 勤務地

東京都 23区

### 給与

経験考慮の上、応相談

### 更新日

2024年07月01日 09:00

### 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

日常会話レベル

#### 日本語レベル

ネイティブ

#### 最終学歴

高等学校卒

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

- Handling technical inquiries remotely - tier 1 and tier 1.5 (escalation)
- Handling technical inquiries onsite - tier 2 and tier 2.5 (escalation)
- Schedule, monitor and deliver support for end-users within agreed SLA levels between BIOS and client(s).
- Demonstrate the ability to identify and escalate requests for approval, when needed.
- Provide VIP support for internal (BIOS) and external (Client) end-users.
- Undergo regular training to improve support skills. \*Training scheduled and provided through official tools.
- Conduct a professional communication, in writing and verbally, with internal (BIOS) and external (Client) end-users.
- Creating documentation and materials.
- Assist with testing and rolling out new tools and applications for internal (BIOS) and external (Client) projects.
- Share support knowledge with designated users.
- Comply with BIOS ISMS policies for handling of internal (BIOS) and external (Client) information. \*Training provided during staff induction phase or during annual training period
- Japanese level (native level preferred), English (daily conversation)

### スキル・資格

**Required skills**

- 3+ years of experience with installation, configuration and troubleshooting of Microsoft products, including Exchange and AD.
- Expert in with Microsoft 8.1 and 10 desktop issues
- Troubleshooting skills with network, firewall and telecommunication devices
- Technical knowledge and understanding of industry standards and practices.
- Strong communication and technical writing skills.
- Ability to quickly learn new skills and technologies
- Focused and oriented when working with support team members and teams outside of the support frame.
- Possess and demonstrate technical knowledge to support tier-2 and -2.5 requests.
- CompTIA A+, ITIL, Agile certifications preferred.

**Required Languages:**

English: Business level (IELTS 7 (8 preferred); TOEFL 22 or higher)

Japanese: Business level (JLPT 1) \*Native level preferred

**Work Hours:**

Monday-Friday 9:00-18:00

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会社説明