



【正社員】 Desktop Support Engineer | エンドユーザーサポート | JLPTN2 above OK

Visa sponsor | ネットワーク、PC、トラブルシューティング

#### 募集職種

##### 採用企業名

オイコテクノジャパン株式会社

##### 支社・支店

OIKOTECHNO JAPAN

##### 求人ID

1465315

##### 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

##### 雇用形態

正社員

##### 勤務地

東京都 23区, 中央区

##### 最寄駅

東西線、 茅場町駅

##### 給与

300万円 ~ 500万円

##### 更新日

2024年07月25日 08:00

#### 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

ビジネス会話レベル (英語使用比率: 25%程度)

##### 日本語レベル

流暢

##### 最終学歴

短大卒: 準学士号

##### 現在のビザ

日本での就労許可が必要です

#### 募集要項

##### Service Deliverables:

- Provide onsite and desk side support services to end users.
- Troubleshoot PC related problems at the direction of client level 2 or SPOC.
- Complete incidents and requests within SLA in pressurized environment.
- Build, configuring and troubleshoot Install "Gold" image on Customer PC and laptop applications and hardware

components.

- Ensure tickets are updated on a daily basis.
  - Support meeting room environment and video conferencing.
  - Support printers, scanners and other peripherals.
  - Support mobile devices, such as iPads, iPhones and Android devices.
  - End-User Data back-up and restoration when required in the course of a service incident.
  - Smart hands support for data center equipment as per required SLA (in specified locations)
  - As directed by client Tech support will assist in troubleshooting the data center devices
  - Replace defective components cards in data center equipment's as advised by client Tech Support e.g., Remove a module and replace change in support of local Backup Routine in required sites.
  - Import /Export tapes to the tape libraries as advised by client tech support
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## スキル・資格

- Minimum of 1 year of experience in user support / technical support role
  - Able to carry out fluent level communication in Japanese and English
    - \*Japanese will be used primarily for communications with clients, and English is mainly written communication internally
  - Individual must have good customer facing skills and be well presented.
  - Demonstrates independent and pro-active thinking
  - Builds effective relationships both within the team and across the business and Professional Services
  - Must be able to work to specified standards and required levels of department, conduct, and sound ethical workplace practices.
  - Must be able to work alone and unsupervised, taking the initiative when necessary.
  - Must be organized and prioritize work appropriately.
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## 会社説明