



Telecommunications Field Support Engineer

Support Engineer

募集職種

採用企業名

Avensys Consulting Pte Ltd

支社・支店

Avensys Consulting

求人ID

1479817

業種

ITコンサルティング

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 半数

雇用形態

契約

勤務地

日本

給与

600万円 ~ 4000万円

ボーナス

給与：ボーナス込み

歩合給

給与：歩合給込み

更新日

2024年08月14日 01:00

応募必要条件

職務経験

3年以上

キャリアレベル

エグゼクティブ・経営幹部レベル

英語レベル

無し

日本語レベル

流暢

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Job Description

Avensys is a reputed global IT professional services company headquartered in Singapore. Our service spectrum includes enterprise solution consulting, business intelligence, business process automation and managed services. Given our decade of success we have evolved to become one of the top trusted providers in Singapore and service a client base across banking and financial services, insurance, information technology, healthcare, retail and supply chain.

We are currently looking to hire an Technical Support Engineer who is has proven track record in the IT field. This is an exciting opportunity to expand your skill set, achieve job satisfaction and work-life balance.

Job Overview

Work location - Tokyo

Telecommunications Field Support Engineer

スキル・資格

Scope of the assignment:-

- Serve as the primary contact for customers, handling escalations and providing technical assistance and solutions. Coordinate and follow up on Incident, Request or Continuous Improvement actions to ensure resolution or optimization actions are completed.
- Monitor and respond to infrastructure events, ensuring quick identification, diagnosis, and resolution of technical issues. Including operational support of the telecommunications infrastructure located at airports, and the central systems hosted in data centers.
- Manage escalations from initial report through resolution, coordinating with internal teams and providing regular updates to customers
- Operational shift work, including remote on-call support after business hours as part of a shift rotation schedule plus some weekends on-site presence coverage at the client premises as part of a shift rotation schedule.
- Engage in project delivery meetings and activities including planning, documentation, staging, installation, migration, and acceptance testing.
- Provide Field Engineer support and technical lead assistance for the diagnosis, isolation and restoration utilizing tools and resources effectively.

JOB REQUIREMENTS

- Minimum of 2 years in a technical support role, preferably in a customer-facing environment.
- Strong analytical and problem-solving skills within telecommunication networking and data center environments.
- Strong verbal and written communication skills, with the ability to convey technical information clearly and effectively to non-technical users.
- Fluent in Japanese and English, other languages are a plus.
- Experience in RF, VHF, Satellite or Aircraft telecommunications will be an advantage.
- Relevant certifications (e.g., CompTIA A+, Microsoft Certified, Linux, Cisco CCNA) will be an advantage.

会社説明