



Help Desk Lead

Working at American University in Japan

募集職種

採用企業名

テンプル大学ジャパンキャンパス

支社・支店

Temple University, Japan Campus (TUJ)

求人ID

1480066

部署名

Information Technology Services

業種

教育・学校

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 多数

雇用形態

正社員

勤務地

東京都 23区, 世田谷区

最寄駅

東急田園都市線、 三軒茶屋駅

給与

400万円 ~ 経験考慮の上、応相談

ボーナス

固定給+ボーナス

勤務時間

37.5 hours per week (7.5 hour shift)

休日・休暇

Weekends, Public Holidays, approx. 2 weeks over New Year

更新日

2024年06月27日 11:00

応募締切日

2024年07月15日

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

流暢 (英語使用比率: 75%程度)

日本語レベル
ビジネス会話レベル

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

TITLE OF THE POSITION

Help Desk Lead

DEPARTMENT

Information Technology Services (IT Operations)

POSITION TYPE

Full-time staff

LOCATION

Tokyo Campus (Sangen-jaya station)

REPORT TO

IT Operations Manager, Information Technology Services

WORK HOURS

37.5 hours per week

HELPDESK OPERATING HOURS

During Semester

08:30 to 19:00 Monday to Friday

09:00 to 16:30 Saturday

During Semester Break

09:00 to 17:30 Monday to Friday (No Saturday)

SHIFT SCHEDULE

Work one of four shifts below in rotation on a weekly basis.

During Semester

Monday to Friday

(1) Opening shift: 08:00 – 16:30

(2) Closing shift: 11:00 – 19:30

(3) Regular shift: 09:00 – 17:30

Saturday

(4) Weekend shift: 08:30 – 17:00

*Employees will be given a substitute holiday on a weekday when they work on Saturday.

During Semester Break

Monday to Friday

(1) Opening shift: 08:30 – 17:30

(2) Closing shift: 09:30 – 18:00

VISA REQUIREMENT

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

SALARY & BENEFITS

Salary commensurate with experience, plus transportation.

Eleven (11) days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, retirement payment system and tuition benefits for Temple University, Japan Campus (TUJ) programs.

OVERVIEW OF POSITION

Information Technology Services (ITS) provides IT related technical supports for all of Temple University, Japan Campus. The ITS is composed to two teams. Our IT Operations (Help Desk) team which provides front line technical support, manages the in-classroom technology and our computer labs. Our Administrative Systems team supports TUJ's administrative systems. The person in this position will be a lead member of IT Operations (Help Desk) team. The main role is to lead the whole Help Desk, and provide first-level support to TUJ staff, faculty, and students for computing and audio-visual equipment.

PRIMARY RESPONSIBILITIES

- Serve as the main contact between the Help Desk team and other departments.
- Provide initial technical support to end users.
- Manage the Help Desk team roster and student worker schedules.
- Assist with procurement and asset management.
- Identify and implement improvement opportunities.
- Handle support tickets and manage PC and Macintosh computer labs.
- Support audio-visual equipment setup and troubleshooting.
- Regularly update staff and faculty computers.
- Contact vendors for support in Japanese and English.
- Assist with IT or AV hardware installations.
- Create and update user manuals and guides.
- Perform other duties as assigned.

APPLICATION PROCESS

Review of applications will begin immediately. Desired start is July 2024 or shortly thereafter.

Send applications to tujjobs@tuj.temple.edu with the following three items as attachments:

- a cover letter highlighting relevant experience and what appeals to you about the position,
- a resume or CV and
- a list of two professional references with their contact information

Indicate the title of the position you are applying for in the email subject box. Also, we would appreciate it very much if you could let us know from which website/resource you found out about this position.

Only candidates selected for an interview will be contacted.

スキル・資格

QUALIFICATIONS AND EXPERIENCE

- Being approachable and patience.
- Business level English.
TUJ is an American institution in Japan and all administrative work is conducted in American English.
- Minimum of 3 years' experience in technical support.
- Experience with supporting Microsoft Windows, Apple MacOS and Office 365 applications.
- Understanding of live streaming, and AV equipment.
- Experience with ticket tracking systems.
- Experience in an IT Help Desk team role.
- Proficient and quick with verbal and written communication.
- Strong problem-solving and customer service skills.
- Self-motivated team player with attention to detail and professionalism.

PREFERRED QUALIFICATIONS

- Business level Japanese
- Experience with basic network equipment

会社説明