



Administrative Assistant for IT Service Desk

募集職種

採用企業名

エイラシステム株式会社

求人ID

1482101

業種

小売

雇用形態

契約

勤務地

東京都 23区, 台東区

給与

400万円 ~ 500万円

更新日

2024年06月26日 10:00

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

日本語レベル

流暢

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

EIRE Systems provides onsite professional IT Services to a major global foods brands company in Tokyo, and we're looking to hire an Administrative Assistant to support the internal IT Service Desk. The position works onsite at the client's offices in the Taito-ku area.

The purpose of this role is to provide a mix of IT department related admin/clerical tasks and assist with technical support work for all end users in the Tokyo head office.

It's a small local IT team, working together with colleagues in Japan and supported by the global IT Service Desk.

Location: Taito-ku, Tokyo

Work Hours: Mon-Fri, 9am-6pm

※Applicants must be presently residing in Japan and be available to work on-site in Tokyo. To be eligible, applicants must meet the minimum Japanese language requirements.

Responsibilities:

- Work closely with the Japan IT manager and global central Service Desk, aligning priorities and following global company guidelines.

- Ordering of hardware, receiving and recording to inventory.
- Coordinating preparation and shipping of IT devices when required.
- Vendor communication and coordination related to requesting IT devices and equipment
- IT assets tracking (hardware, software licenses)
- Support for creation of FAQ and Help information on IT troubleshooting.
- Provide front-line helpdesk service to answer users' inquiries regarding all types of computer systems.
- Learn to perform office IT hardware/software installations including new starter equipment preparation.
- Learn fundamental technical skills for basic problem resolution for PCs and Printers, and modern communication and messaging applications e.g. Microsoft Teams.

Requirements:

- Minimum 1 year working experience working in a corporate office setting, performing time-sensitive operations and administrative tasks, preferably in an IT related environment.
- **Fluent / Native level Japanese** and intermediate level English (English email communications mostly).
- Good understanding of IT administration and maintenance for standard technologies for business use (e.g. Windows OS, iOS and macOS devices).
- Able to communicate clearly, effectively, and professionally to all levels of staff
- Familiar with networking fundamentals - or genuine desire to learn.
- A mindset made for troubleshooting with an eye for detail
- Good communication and problem-solving skills

Personal Attributes:

- Have a can-do attitude and be a team player
- Reliable and Organized
- Problem solving skills
- Likes to stay up to date with IT news and technology
- Works well individually as well as in a team
- Able to use their own initiative
- Professional in manner
- Flexible approach to work
- Excellent communication skills

会社説明