CareerCross

systemsGo

Support Center Engineer 👍 独占求人

Great work-life balance, career opps!

募集職種

採用企業名
株式会社システムズ ゴー

求人ID
1482542

部署名
Technology Support

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

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
東京都 23区, 港区

最寄駅
南北線、 麻布十番駅

給与
500万円 ~ 800万円

勤務時間
Mon-Fri 9am-6pm

休日・休暇
Starts at 13 days/yr paid leave, increases each year until 22/yr

更新日
2024年07月16日 07:00

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
ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル
ビジネス会話レベル

最終学歴
専門学校卒

現在のビザ
日本での就労許可が必要です

募集要項

systemsGo is growing rapidly and currently seeking an experienced **Support Center Engineer** who enjoys service delivery of our high-quality IT solutions to new and existing clients. We value self-motivated, enthusiastic professionals who get excited about the excellent professional services for our clients. You should be dependable, curious, and welcome new challenges.

You will work with a dedicated and energetic group of multi-lingual/multi-cultural professionals in an environment with opportunities to develop new knowledge and skills, and perform the responsibilities as listed.

systemsGo is recognized for consistent high quality IT solutions combining local awareness with the ability to communicate with IT HQ staff abroad and implement global IT standards in a local context. Our experienced Service Delivery team, our well-honed business model and our strong understanding of assisting foreign companies in Asia ensures satisfied clients, repeat business and referrals.

Responsibilities:

1. ServiceDeak support for End users：

- Provide remote support for a variety of systemsGo clients, update status in time.
- Asset management for clients who has stock in systemsGo office.
- Install computers, test hardware, arrange delivery and collection.
- Update tickets in a good timely manner, prepare reports if needed.
- Monitor the ticket system, follow up clients problems until they are resolved, providing frequent updates.
- Manage the instructions / guides for client, document and share with other

2. Internal Support：

- Provide IT support internally, including desktop / network / servers / applications.
- Prepare accounts / computer / desk phone / access for new joiner, manage the local inventory.
- Work with IT team for internal projects, such as migration / upgrades / evaltuation etc.
- Alert systemsGo management of potential critical situations.

3. General

- Effectively communicate the status of client issues to the client and the systemsGo Service Delivery Manager.
- Multi-tasking, priotized the tasks and good follow up skills.
- Actively pursue enhancements to business processes to improve overall productivity.

スキル・資格

Requirements:

1. Qualifications:

- Technical Diploma, B.Sc. or B.EE. preferred
- Solid Knowledge of operating system, MS Office applications
- Microsoft Certifications: MCSA/MCSE/MCITP; on Windows Server 2008 preferred
- Networking / Website knowledges are preferred

2. Experience:

- At least 3 years experience in a demanding end-user IT environment with extensive user interaction
- Experience providing IT support for multinational users.
- Experience with installing, maintaining and supporting office IT infrastructure-PCs, Servers, Telephones, LAN, WAN Accelerators, Network Routers / Switches / Firewalls, etc.
- Experience with a variety of platforms, environments, support models, industries, etc. preferred

3. Language:

- Japanese&English - Both written and spoken fluency required

Location

Azabudai, Minato-ku, Tokyo (Please check if the location convenience for you before apply, also you can see other opening IT Engineer positions we are posting)

To apply, please contact: Daria.Tang@systemsgo.asia

会社説明