



Senior IT Support Engineer

募集職種

人材紹介会社

アイウィルキャピタル合同会社

求人ID

1485088

業種

広告・PR

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

給与

1000万円 ~ 1200万円

更新日

2024年07月02日 18:24

応募必要条件

職務経験

6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

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

日本での就労許可が必要です

募集要項

Responsibilities:

- Design, implement, and maintain on-premises and/or cloud-based server infrastructure.
- Diagnose and troubleshoot complex server issues, including performance bottlenecks, hardware failures, software conflicts, and security vulnerabilities.
- Implement and maintain server configurations, including operating systems (Windows, Linux), virtualization technologies (VMware, Hyper-V).
- Implement and maintain server security best practices, including user access control, firewalls, and intrusion detection

systems.

- Automate server tasks and processes to improve efficiency and reliability.
- Perform regular backups and ensure disaster recovery plans are in place.
- Monitor server performance and proactively identify potential problems.
- Stay up-to-date on the latest server technologies and trends.
- Collaborate with other IT team members and stakeholders.

Network Support:

- Diagnose and troubleshoot network issues escalated from L2 or L1, including connectivity problems, routing errors, security breaches, and performance issues.
- Implement and maintain network configurations, including network devices (routers, switches, firewalls), network protocols (TCP/IP), and security mechanisms.
- Monitor network performance and identify potential problems.
- Design and implement network upgrades and expansions.
- Stay up-to-date on the latest network technologies and trends.
- Work collaboratively with other IT team members and stakeholders.

Additional Responsibilities:

- Document solutions and procedures for future reference.
- Provide technical support to internal users and troubleshoot their IT issues.
- Serve as a liaison between upper management, users, and engineers; raise the visibility of critical issues and ensure that all relevant parties are informed.
- Collaborate effectively with other IT team members and stakeholders.

スキル・資格

Qualifications:

- 6+ years of experience as an L3 Support Engineer or similar role, with demonstrated expertise in both server and network administration.
- In-depth knowledge of networking concepts, protocols, and troubleshooting methodologies.
- Strong understanding of server administration, including operating systems, virtualization technologies, and server applications.
- Experience with scripting languages (e.g., Python, PowerShell) a plus.
- Experience with cloud platforms (AWS, Azure) is a plus.
- Demonstrated proficiency in IT documentation and knowledge management practices.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to work independently and as part of a team.
- Strong analytical and critical thinking skills.
- Ability to work effectively under pressure and meet deadlines.
- A positive attitude and willingness to learn new technologies.

会社説明