



シニア・システム・エンジニア（サービスデスク）/Senior System Engineer (Service Desk)

募集職種

人材紹介会社

フィデル・コンサルティング株式会社

求人ID

1490066

業種

ITコンサルティング

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 650万円

更新日

2024年08月26日 00:00

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

ネイティブ

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

Job Description

- Oversee the day-to-day operations of the service desk and ensure timely problem resolution.
- Technical guidance and advice to improve the skills of team members
- Develop and implement best practices for service desk operations to improve service quality.
- Monitor and analyze service desk performance metrics and identify areas for improvement.
- Collaborate with other IT teams to ensure seamless integration of services and support.
- Manage escalations and ensure complex issues are resolved quickly.
- Ensure adherence to company policies and industry standards in all service desk activities.
- Develop and maintain documentation of service desk processes and procedures.
- Conduct regular training sessions for the service desk team to keep them up to date on new technologies and practices.
- Participate in the hiring and onboarding of new Service Desk team members.
- Communicate effectively with stakeholders to understand their needs and provide appropriate solutions.
- Contribute to the development of IT strategies and initiatives to support company objectives.

Responsibility

- Oversee the daily operations of the Service Desk, ensuring timely resolution of issues.
 - Provide technical guidance and mentorship to team members to enhance their skills.
 - Develop and implement best practices for Service Desk operations to improve service quality.
 - Monitor and analyze Service Desk performance metrics to identify areas for improvement.
 - Collaborate with other IT teams to ensure seamless integration of services and support.
 - Manage escalations and ensure that complex issues are resolved promptly.
 - Ensure compliance with company policies and industry standards in all Service Desk activities.
 - Develop and maintain documentation for Service Desk processes and procedures.
 - Conduct regular training sessions for the Service Desk team to keep them updated on new technologies and practices.
 - Participate in the recruitment and onboarding of new Service Desk team members.
 - Communicate effectively with stakeholders to understand their needs and provide appropriate solutions.
 - Contribute to the development of IT strategies and initiatives to support the company's goals.
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スキル・資格

Qualifications

- Bachelor's degree in Computer Science, Information Technology or related field.
- Over 8 years of experience in service desk work.
- Possess high technical skills and knowledge regarding IT service management.
- Possess excellent leadership and team management skills.
- Proficient in troubleshooting and resolving technical issues.
- Possess strong communication and interpersonal skills
- Experience with ITIL or other IT Service Management frameworks.
- Familiar with the use of service desk software and tools.
- Demonstrate ability to work under pressure and manage multiple tasks simultaneously.
- Demonstrate a commitment to continuing learning and professional development

Language skills: Japanese (native), English (business)

Qualifications:

- Possess a bachelor's degree in computer science, Information Technology, or a related field.
- Have a minimum of 8 years of experience in Service Desk operations.
- Demonstrate strong technical skills and knowledge of IT service management.
- Exhibit excellent leadership and team management abilities.
- Show proficiency in troubleshooting and resolving technical issues
- Display strong communication and interpersonal skills.
- Have experience with ITIL or other IT service management frameworks.
- Be adept at using Service Desk software and tools.
- Demonstrate the ability to work under pressure and manage multiple tasks simultaneously.
- Show a commitment to continuous learning and professional development

Language: Japanese Native level, English – Business level

会社説明