CareerCross

OIKO TECHNO

Ginza Office｜Field Support Engineer（日本語レベル：読み書き＋会話MUST）

募集職種

採用企業名
オイコテクノジャパン株式会社

求人ID
1491034

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
経験考慮の上、応相談

更新日
2024年10月15日 12:00

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

日本語レベル
流暢

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

MAIN PURPOSE
Support Personal computer and periphery related tasks / projects in terms of daily user support, trouble shooting, project support, field support etc

KEY RESPONSIBILITIES

PC support
o PC and periphery arrangement (New-joiner, Termination, Transfer)
o PC inventory management
o PC asset/stock management by ServiceNow
o Temporary PC support
o Stock management and ordering of devices
o Lifecycle maintenance of PC

BTQ PC support
o Boutique PC kitting by request for Boutique opening
o PC version update support
o Support WiFi connection or other trouble shooting

o BTQ open close or events support onsite

PC Application support
o Tests of applications as required

Project coordination
o Event support
o Local IT & Group PC and periphery project support
o Collaboration with Local IT & Group HQ team • Incident management
o PC related issue investigation and resolution
o Collaborate among Japan IT teams to resolve IT issues
o Escalate and report requests/incidents to L3 teams
o Create/Update the document and PC related page on IT FAQ
o SLA reporting
o Communicate with users and IT person in Japanese/English

Vendor management
o Vendor management for device kitting, incident support

スキル・資格

Preferred Experience
o 3 years of experience for PC/desktop support activities

Preferred Skills
o Good knowledge of PC (Surface, laptop, desktop), printers and periphery
o Good knowledge of PC management tool o General knowledge of Windows/iOS and MS-Office software.
o General knowledge of Infrastructure (Networks, PC)
o General knowledge of similar business structure (Retail, Wholesale, Logistics etc.) o Good written and verbal communication skills in Japanese and English

Personal qualities
o Team Player
o Have a strong sense of responsibility
o Strong care about user experience and customer satisfaction.
o Keen problem solver & analytical nature.
o Ability to work in a flat and versatile organization, and on multi-national / cultural projects.
o Autonomous and service oriented.
o Enthusiastic learner

会社説明