



Onsite Support Engineer - Deskside User Support

Work at a Global Telecom

募集職種

採用企業名

株式会社バイオス

求人ID

1492976

業種

Sler・システムインテグレーター

雇用形態

契約

勤務地

神奈川県, 横浜市西区

給与

400万円 ~ 500万円

更新日

2024年11月18日 01:00

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

ビジネス会話レベル

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Job Description:

English

First Line (Tier 1) Support

Record/Analyze user problems

Troubleshoot ICT devices and services provided by Ericsson's Enterprise IT, such as company PCs, O365 and MS Teams

Breakfix request faulty hardware

Issue problem [sic] ticket number, arrange with the backend team and report result to the user as soon as possible

Provide services in collaboration with Ericsson global teams or local vendors

Manage printers; RICOH and third-party (best-effort) printers troubleshooting

Provide support, on a best-effort basis, customized and local IT services

TFS: Data room H&E support per instruction by the backend team

IT Standby support in leadership meetings

IT support in management/CEO special events

Site IT Operations

Device health check in pre-determined intervals (video conf systems, printers, External speakers installed in conf rooms)

Preparation of ICT devices, such as PC peripherals, USB speakers and mobile Wi-Fi

Asset/Inventory management of both hardware and software

Proper disposal of aged facilities in pre-determined intervals

Monthly IT sessions as part of user training

ICT devices' (PCs, monitors, printers and USB speakers) lifecycle management,

Create IT documentation and maintaining it

Manage small tasks (projects and tasks of less than 3 months' length)

Contribution to ICT operation processes innovation, reduction and automation

スキル・資格

Required Languages:

Japanese: Business (JLPT2)

English: business ~ Fluent

Work Hours:

Mon ~ Fri

9:00 to 18:00

Break Times are (60) minutes per shift

会社説明