



## 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09月02日 11:55

### 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

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### スキル・資格

#### **Required Languages:**

Japanese: Business (JLPT2)

English: business ~ Fluent

#### **Work Hours:**

Mon ~ Sun

9:00 to 18:00

Break Times are (60) minutes per shift

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### 会社説明