

Production Incident Analyst

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募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1493395

業種

ハードウェア

雇用形態

派遣

勤務地

東京都 23区

給与

900万円 ~ 1000万円

更新日

2024年09月06日 16:24

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

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

Top global tech company is looking for Production Incident Analyst who can analyze IT incident and find a solution by communication with global team.

Client Details

Our client is a global company that provides device protection and support services. Their offer advanced solutions such as comprehensive device insurance, on-demand tech support, and rapid repair services for a wide range of electronics. Their expertise extends to troubleshooting, device recovery, and setup assistance, making them a critical ally for both end-users and IT departments in managing and maintaining technology infrastructure Production Incident Analyst.

Description

- Review incident reports, gather relevant data, and prepare any necessary documentation for the meeting by communicating with global team.
- Help identify and document action items, ensuring that tasks are assigned, deadlines are set, and responsibilities are clearly defined. This may involve coordinating follow-ups or additional resources.
- Update incident records with any new information or decisions made. They ensure that all action items are tracked and completed as per the plan.

- Report their meeting's summarise to internal team

Job Offer

- A dynamic, energetic working environment with good work
- Competitive salary and benefits package
- Opportunity for growth and advancement within the company
- Collaborative and supportive team environment

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Ayaka Iwaki at +81 3 6832 8658.

スキル・資格

- Relevant experience in IT support, systems administration, or incident management. Experience with specific technologies or industries can be advantageous.
 - Strong ability to analyze complex issues, identify root causes, and propose effective solutions.
 - Capability to make informed decisions quickly in high-pressure situations.
 - Excellent verbal and written communication skills to clearly convey incident status, updates, and instructions to stakeholders in Japanese and English.
 - Experience with incident management and ticketing systems such as ServiceNow, powerBI
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会社説明

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