


**【Bilingual IT helpdesk at a financial company】**

**募集職種**
**派遣会社**

ランスタッド株式会社 プロフェッショナル事業本部

**求人ID**

1497832

**業種**

投資銀行

**外国人の割合**

外国人 半数

**雇用形態**

派遣

**勤務地**

東京都 23区

**給与**

500万円 ~ 800万円

**更新日**

2025年01月02日 02:00

**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**

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**
**POSITIONS OVERVIEW**
**End User Support / Service Desk**

- Respond to the issues related to the proper function of their PCs
- Provide all tires of support from telephone to remote access to desk-side
- Respond to critical Incidents (PC or LAN failure) on an on-call basis
- Some report support for Regional Office & Branches

**Hardware / Software installation and Maintenance**

- Maintenance and Upkeep of PC equipment
- Troubleshooting complex technical problems including Desktop and laptop, Monitors, Printers, Servicer room equipment, Firewall switch etc.
- Provide the proper installation and configuration of all PC hardware and software

#### IT administration

- Manage all software licenses for the installed base of applications
- System Documentation, Project management, Vendor management
- IT service Account Administration
- Computer equipment inventory
- Maintain the user accounts, Group, Security, and access privileges
- Troubleshooting issues with Windows 10, Active Directory, DNS, DHCP

#### Soft Skills

- Attention to detail and good problem-solving skills
- Ability to following up with clients to ensure the problem is resolved
- Ability to adapt and change, and learn new tools and skills
- Self-motivated, able to deliver under deadline and multi-task under pressure
- Self-starter with a passion for personal development and continuous improvement
- Team oriented
- Excellent customer service, interpersonal and customer-facing skills
- Ability to speak with the customers to find the root of their
- Excellent verbal and written communication skills in both Japanese and English

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#### スキル・資格

##### Qualifications and Experience

- Understanding of security practices including physical, internet, and wireless
- Strong understanding of user authentication, permissions, and encryption
- At least 5 years of Service Desk Financial Industry experience is plus
- Experience troubleshooting conference rooms, Zoom/Teams conferencing issues, telephony, systems, messaging platforms and collaboration tools
- Troubleshooting mobility issues related to MDM, MFA, mobile devices, VPN, laptops and remote connectivity
- Ability to quickly and effectively diagnose and resolve technical issues and eliminate repetitive issues both on-site and remotely

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#### 会社説明