



## デスクトップ・サポート・エンジニア/Desktop Support Engineer/30m and above

IT業界でのキャリアアップをサポートします！

### 募集職種

#### 人材紹介会社

フィデル・コンサルティング株式会社

#### 求人ID

1510928

#### 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, 中央区

#### 給与

300万円 ~ 500万円

#### 更新日

2024年12月30日 00:00

### 応募必要条件

#### 職務経験

1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

ネイティブ

#### 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

- L1 on-site IT support covering multiple technologies and solutions
- Asset management, device lifecycle management including disposal and return to vendor
- Work closely with clients to ensure their BAU needs are met
- Ticket management to ensure SLA and NPS requirements are met
- Asset and mobile device refresh
- Meeting room support, including devices and technology
- L1 Onsite IT support presence covering Multiple technologies and solutions
- Asset Management and managing device lifecycle including disposal and return to vendor
- Liaise and work closely with client to ensure BAU needs are met
- Ticket Management to ensure SLA and NPS requirements are achieved
- Asset and mobile devices refresh
- Conference room support including devices and technologies

### スキル・資格

- 1+ years of desktop support experience (software, hardware troubleshooting, Windows OS) Experience in a desktop or desktside support environment.
- Understanding the ITL Framework
- Experience in using ITSM tools like Service Now, Remedy etc.
- Being a native Japanese speaker
- 1+ year of experience Desktop Support for Software and hardware troubleshooting, Windows OS in Desktop or Desktside Support environment.
- Good understanding of ITL Framework is a must
- Experience in using ITSM Tools like Service Now, Remedy etc.
- Native Japanese speaking skills is must

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会社説明