



Field Network Engineer L3

Global IT Company

募集職種

人材紹介会社

ACS Japan

求人ID

1511539

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

給与

経験考慮の上、応相談

更新日

2024年12月19日 17:15

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

流暢

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

【仕事内容】

This is a Global Workplace Support Services in support of providing internal customers globally with the IT Site Support they need to perform their jobs effectively.

- 100% Work from Office (Client location)

- Asset inventory management (New Device Asset/Import/Physical Stocking)
- PC Fulfillment (New, Break fix and Lifecycle), PC LCM Scheduling and PC Recertification (Autopilot/Reimage/Import) including shipping and receiving Assets.
- Windows/MAC/iPhone/iPad Fulfillment (Break fix/swap/unassigns) and Device Recertification (Wipe/QA/Reload/Import)
- Accessory Request Fulfillment and Unknown Device Research/Investigation
- PC Diagnostics & Sanitation, recycle pickup requests (from end users) including Asset Offboarding (Device/Accessory Recycle)

- Software Provision/Install Requests, New Printer Configuration Requests, Miscellaneous Service (Return Labels)
 - Walkup, Deskside and Remote technical Support (Incident & Request Management/Ticket Escalations)
 - New Hire onboarding training and orientation
 - AV Meeting Room support
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スキル・資格

【必要条件】

- Strong in Communication skills and interpersonal skills with experience in IT Hardware & Software Asset Management services
 - Experience in managing PC and Mobile Assets in ServiceNow module and aware of different stages in asset management lifecycle
 - Work with vendors to conduct physical asset audit and maintain asset stock rooms
 - End to end asset life management (Forecasting, Receiving, Shipping, Maintenance & Recycling)
 - Track complete life-cycle management for each asset in order to maintain warranty information, refresh date and end of life information
 - Knowledge on ServiceNow, Windows Auto Pilot, Microsoft Office, Windows OS and iOS troubleshooting skills
 - Smart hands support for Server and Network devices
 - Train the Trainer
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会社説明