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PR/117747 | Helpdesk Engineer

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント イギリス

求人ID
1512724

業種
ITコンサルティング

雇用形態
正社員

勤務地
イギリス

給与
経験考慮の上、応相談

更新日
2025年01月21日 00:00

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
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Job Title: Helpdesk Engineer

Job Type: Permeant

Office Hours: 7:30am - 3:30pm

Salary: up to £32,000

Job Content:

Carry out a variety of technical and co-ordination tasks at customer site to meet or exceed customer requirements. All tasks must be delivered in a professional and timely manner to ensure a very high level of customer experience.

- Communication with end users from EMEA region face to face or via telephone, email or collaboration tools at customer site.

- 1st level troubleshooting of technical issue with end users and assist them as their escalation point of contact.

- Hands on Desktop/Laptop PC Support Skill.

- Network and PC implementation and optimisation.

- Understand and detailed planning and designing for customer's PC and Network.

- PC/Network/Desktop Security element configuration including day-to-day service delivery.

- Migration planning and execution.

- Support PC and Call Centre system (incl DC server).

- Proof of concept testing and acceptance testing.

- Vendor negotiation and control.

- Development and implementation for new features and services.

- Establish and cease PC/Desktop Security systems.

- Project and service delivery schedule management.

- Careful consideration to ensure profitable systems and implementation.

- Utilize/update ticketing system.

- Maintain secure operations and keep the environment tidy.

- Documented approach for implementation and modification.

- Visit customer premises when required for project or maintenance contract work incl cover staff.

- Periodical status report to line manager.

- Coordination of operation flow with each department and customers.

- Adhoc request from your line manager

- Business trips to EMEA and CIS countries.

Required Skillsets:

- Wide knowledge and proficiency in PC software like Microsoft WIN 10/11, Antivirus, Microsoft 365, Windows Server, AD administration, Virtualization, Cloud(AWS, Azure), Office/Mailer, Switch/Router/IPT, Box, remote access(SSL-VPN, etc)and Firewall products.

- Excellent written and verbal communication skill in English and speaking Japanese would be advantage.

- Ability to investigate and source answers to various email and telephony enquiries about technical issues.

- Proven customer service experience.

- Strong time management/multi tasking & organizational skills

- Strong work ethic.

- Reliable time keeping and attendance

- Solid administration background & a keenness to get involved & support all customer service areas in EMEA.

- Attend customer meetings for projects or maintenance contract work.

- Maintain relevant customer maintenance documentation on file server.

会社説明