



Audio Visual & Executive Support | Senior-Career Level

募集職種

採用企業名

Sentree株式会社

支社・支店

Sentree K.K.

求人ID

1514381

業種

ITコンサルティング

会社の種類

中小企業 (従業員300名以下) - 外資系企業

雇用形態

正社員

勤務地

東京都 23区

給与

850万円 ~ 1000万円

更新日

2025年01月04日 11:47

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

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Power the robotics revolution with your audio visual expertise—impact lives and make your voice count!

Are you a confident communicator with a knack for follow-through? Join our Audio Visual & Executive Support team where your expertise in Audio Visual systems, corporate event support, and real-time troubleshooting shines. You'll play a critical role in delivering first-touch solutions, managing high-profile events, and ensuring flawless support—even in front of a live audience.

Core Responsibilities

- Meeting Room and AV System Maintenance: Ensure availability, functionality, and software updates for conferencing systems and digital whiteboards.

- Building Signage and Projector Support: Maintain and support building signage screens and projectors.
- Inventory and Asset Management: Track and manage AV equipment, including conference room assets, loan equipment, and licenses for AV applications.
- Event and Meeting Support: Provide technical support for events and meetings, including planning and implementation of meeting space needs.
- Vendor and Team Collaboration: Liaise with AV vendors, work with global teams to standardize environments, and coordinate with IT operations for ad-hoc and project support.
- User Interaction and Documentation: Communicate with users, document processes, and translate communications and announcements as needed.
- Process Improvement: Contribute to ongoing improvements in AV technology, processes, and equipment.
- Executive Desktop Support: Ensure executive members' desktop and mobile environments are up-to-date, fully functional, and issues are resolved promptly with first-touch resolution in mind.
- Event Preparation and Support: Collaborate with executives and assistants to plan and execute high-profile events, ensuring all technical and multimedia components function seamlessly.
- Technical Expertise: Provide support for video, interactive screens, simultaneous interpretation, and recording tools used in executive events.
- Attention to Detail: Capture and prepare all event details meticulously to ensure high-quality, on-time, and incident-free execution.
- Proactive Environment Management: Maintain awareness of system updates and changes to minimize disruptions to executive operations.

Daily Responsibilities

- Provide immediate troubleshooting and support for PC, mobile devices, and AV systems.
- Set up, support, and manage onsite, offsite, and ad-hoc events, including planning, organization, and end-to-end delivery.
- Maintain and manage inventory, licenses, and equipment for event and executive environments.
- Liaise with vendors and collaborate with global and IT operations teams to ensure seamless event execution and AV support.
- Draft, document, and translate user-facing communications and processes.
- Support event duration with audio/visual setup, basic recording, and editing as needed.
- Report on events and contribute to process and equipment improvement initiatives.
- Maintain a flexible schedule to accommodate event setup, testing, and support needs.

スキル・資格

Required Skills:

- Excellent organizational, communication, and follow-up abilities.
- Proven experience supporting corporate events, including stage or event production.
- Expertise in real-time troubleshooting of Audio Visual issues with a logical approach.
- Strong user-facing skills with the ability to remain calm under pressure.
- Ability to deliver first-touch solutions efficiently and effectively.
- Proficiency in desktop support across Windows, macOS, iOS, and Google Workspace.
- Proficiency with corporate video conferencing systems, including Cisco codecs, Logitech Rally-Bar, Google Meet, MS Teams, and Zoom.
- Hands-on experience supporting a variety of AV equipment: audio mixers, microphones, cameras, switchers, and lighting.

- Familiarity with digital signage systems and their operation.

Senior Candidates should demonstrate several of these skills:

- Comfortable providing live event support in front of audiences.
- Experience designing and requesting with custom ticketing workflows within ServiceNow.
- Proficiency in video editing with the ability to clean up audio and adjust levels.
- Skilled in enhancing visuals for a polished, professional look.
- Understanding of video codecs, resolutions, and formats.
- Attention to detail to ensure seamless edits and clarity in storytelling.

General Requirements

- Minimum Experience Level: Over 3 years
- Career Level: Mid Career and Senior Career positions open
- Minimum Education Level: Technical / Vocational College
- Visa Status: Permission to work in Japan required

Language Skill Requirements:

Fluency in Japanese and English is essential for effective communication with local and global teams, including written and spoken Japanese and English.

****Hiring for multiple openings****

Location: Onsite in central Tokyo

Employment type: Full time for candidates with a visa identifying legal permission to work in Japan

Working hours: Flex System 8:30AM - 5:30PM weekdays with flexible shifts occasionally required due to the nature of event work

Holidays: Weekends, Public holidays, Vacation as per Japanese Labor Standards

会社説明