



Help Desk Support - Kyoto

Working at American University in Kyoto

募集職種

採用企業名

テンプル大学ジャパンキャンパス

支社・支店

Temple University, Japan Campus (TUJ)

求人ID

1522614

部署名

Information Technology Services

業種

教育・学校

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 多数

雇用形態

正社員

勤務地

京都府, 京都市伏見区

最寄駅

本線、 藤森駅

給与

400万円 ~ 経験考慮の上、応相談

ボーナス

固定給+ボーナス

勤務時間

37.5 hours per week (7.5 hour shift)

休日・休暇

Weekends, Public Holidays, approx. 2 weeks over New Year

更新日

2025年02月19日 17:26

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

流暢 (英語使用比率: 75%程度)

日本語レベル

流暢

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可は必要ありません

募集要項**Position:**

Help Desk Support - Kyoto

Department:

Information Technology Services (IT Operations)

Position Type:

Full-time

Report to:

IT Operations Manager, Information Technology Services

Location:

Kyoto (Fujinomori station)

Operating hours:

8:00 to 19:30 Monday to Friday

8:30 to 17:00 Saturday

Work Hours:

37.5 hours per week (7.5-hour shift)

Monday to Friday

(1) Early shift: 08:00 – 16:30

(2) Mid-shift: 09:00 – 17:30

(3) Late shift: 11:00 – 19:30

*Working one of 3 shifts in rotation on a weekly basis.

*Employees can be given a substitute holiday on weekdays in case of working on Saturday.

Kyoto will be working on mid-shift only as of February 2025. It is, however, subject to change due to its operation needs.**Visa Requirement:**

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

Salary & benefit:

Salary commensurate with experience, plus transportation.

Eleven days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year, Japanese social insurance and pension, commuting allowance, a welfare-discount program membership, retirement payment system, and tuition benefits for Temple University, Japan Campus (TUJ) programs.

Overview of position:

Provide the first level of support for TUJ staff, faculty and students to ensure the best possible computing and audio-visual equipment experience and knowledge.

Primary responsibilities:

- Primary function of this position is the first level desktop support Help Desk
- Provide assistance to end users (students / staff / faculty) for printing, applications.
- Answer and prioritize incoming support tickets.
- Manage PC and Macintosh computer labs (Technical maintenance, Open/Close computer lab, Lab reservations)
- Provide audio-visual equipment support (Setup and supporting on microphones and camera for events, Troubleshooting and adjusting the AV equipment)
- Set up and regularly update all staff and faculty computers
- Contact vendors for support, repairs, etc. as necessary in Japanese
- Assist with IT or AV hardware installation on campus
- Create and update manuals
- Assign tasks to and manage our student worker team
- Other duties as assigned by management
- Solving issues in a timely manner

In addition, we may request new hire training for 2 – 4 weeks in Tokyo.

Application Process

Review of applications will begin immediately. Desired start date is ASAP.

Please apply from below link.

<https://tuj.bamboohr.com/careers/30?source=aWQ9Mg%3D%3D>

Required application materials to be submitted:

1. a cover letter,
2. resume or c.v., and
3. contact information for two references.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

スキル・資格

Qualifications and Experiences:

- Good verbal and written communication skills in both Japanese and English
- Japanese business level preferred
- Microsoft Windows 10 Enterprise support experience
- Understanding and experience in supporting Microsoft Office 365 applications (Word, Excel, PowerPoint, Access)
- MacOS experience/knowledge preferable
- Installation and troubleshooting experience with PC workstations, printers and basic network equipment
- Demonstrated problem-solving skills and customer service skills
- Creative, team player, self-motivated, and a self-starter
- Good attention to detail and punctual
- Professional appearance and attitude
- Understanding and experience in supporting IP phones
- Understanding of live streaming and equipment.
- Willingness to learn more about classroom AV equipment
- Experience with ticket tracking system

会社説明