



サービスデスク・エージェント/Service Desk Agent 5million 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

1533827

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

500万円 ~ 600万円

更新日

2025年04月21日 14:22

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

ビジネス会話レベル

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

Features

- The first point of contact for every end user that reaches your service desk
- Responsible for first call resolution based on SOP/knowledge base.
- Possess effective communication skills to resolve issues while maintaining a troubleshooting record with ServiceNow.
- Aggressively pursue problem resolution and maintain customer satisfaction
- Actively collaborate with cross-functional teams to solve unique problems and share inputs to enhance the knowledge base, which can be further used to update training.
- Acquire knowledge of SD-specific processes
- Participate in all processes defined within the scope of this Agreement (Incident, Problem, Knowledge Management and other processes as outlined in Training).
- Service desk agents must undergo a training program and obtain certification.
- Minimum 2 years experience in a service desk environment
- Have Japanese language proficiency at the Japanese Language Proficiency Test level N1/N2 or N1/N2.

Japanese language ability: Japanese business level (N2), English business level required

- First point of contact for all end users reaching service desk
- Responsible for achieving first call resolution based on SOPs/knowledge base
- Effective communication skills to resolve issues and at the same time maintain record of troubleshooting in Service Now
- Actively pursue resolution of issues and maintain customer satisfaction
- Active collaboration with cross functional teams to resolve unique issues and share inputs to enhance knowledge base, which could be further used to update Trainings
- Acquire knowledge on the processes which are specific to SD
- Participate in all processes defined in scope of this contract: Incident, Problem, Knowledge Management and others described in Trainings
- Service Desk Agents to undergo training program and clear certification
- Must have prior experience of minimum 2 years in Service Desk environment
- N1/N2 JLPT or N1/N2 level of Japanese is mandatory.

Japanese Languages: Business level Japanese(N2) and business level English required

スキル・資格

Features

- The first point of contact for every end user that reaches your service desk
- Responsible for first call resolution based on SOP/knowledge base.
- Possess effective communication skills to resolve issues while maintaining a troubleshooting record with ServiceNow.
- Aggressively pursue problem resolution and maintain customer satisfaction
- Actively collaborate with cross-functional teams to solve unique problems and share inputs to enhance the knowledge base, which can be further used to update training.
- Acquire knowledge of SD-specific processes
- Participate in all processes defined within the scope of this Agreement (Incident, Problem, Knowledge Management and other processes as outlined in Training).
- Service desk agents must undergo a training program and obtain certification.
- Minimum 2 years experience in a service desk environment
- Have Japanese language proficiency at the Japanese Language Proficiency Test level N1/N2 or N1/N2.

Japanese language ability: Japanese business level (N2), English business level required

- First point of contact for all end users reaching service desk
- Responsible for achieving first call resolution based on SOPs/knowledge base
- Effective communication skills to resolve issues and at the same time maintain record of troubleshooting in Service Now
- Actively pursue resolution of issues and maintain customer satisfaction
- Active collaboration with cross functional teams to resolve unique issues and share inputs to enhance knowledge base, which could be further used to update Trainings
- Acquire knowledge on the processes which are specific to SD
- Participate in all processes defined in scope of this contract: Incident, Problem, Knowledge Management and others described in Trainings
- Service Desk Agents to undergo training program and clear certification
- Must have prior experience of minimum 2 years in Service Desk environment
- N1/N2 JLPT or N1/N2 level of Japanese is mandatory.

Japanese Languages: Business level Japanese(N2) and business level English required

会社説明