

Senior Technology Engineer

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| <u>仕事ID:</u> | 33091 |
| <u>職種タイトル:</u> | Senior Technology Engineer |
| <u>企業名:</u> | Adept Group Inc. |
| <u>仕事の形態:</u> | 正社員 |
| <u>部署名:</u> | Technical support |
| <u>勤務地:</u> | Tokyo, 東京都 |
| <u>給与:</u> | 応相談、経験による |
| <u>最終更新日:</u> | 2008年04月30日 |
| <u>職務経験:</u> | 3年以上 |
| <u>英語レベル:</u> | ビジネス会話レベル |
| <u>日本語レベル:</u> | ネイティブ |
| <u>最終学歴:</u> | 専門学校卒 |
| <u>現在のビザ:</u> | 日本での就労許可：有 |
| <u>スキル・資格:</u> | QUALIFICATIONS Engineering (tertiary) qualification or equivalent computer engineering experience. |

SKILLS AND EXPERIENCE

Essential

- Windows NT, 2000 and XP Operating System experience
- Active Directory knowledge, setting up security & permissions for domain
- TCP/IP networking knowledge (incl DNS, WINS, DHCP)
- Network hardware supplier, telecom service provider or system integrator experience.
- Negotiating skills
- Problem solving skills
- Training skills to aid development in other staff

Desirable but not Essential

- Customer Service/customer interface experience
- Database skills SQL/Access
- Electrical engineering or electronic experience useful.
- Unix applications & O/S
- LAN/WAN analyzers
- PBX or Integrated Voice systems

募集要項:

PRIMARY OBJECTIVE

Maintain day to day operational effectiveness of all desktop and back office systems.

Respond to escalated problems and faults on any of the Desktop equipment or any supporting systems.

Monitor capacity and supply justification to support expansion and manage procurement of additional resources as a result of internal growth.

System Operation and Monitoring

Oversee the day to day operation of all back office system systems.
Conduct a regularly scheduled check of system performance.
Complete a checklist of all performance parameters on a regular basis
Escalate issues outside agreed parameters to the Technology Director.
Identify, diagnose & resolve system, access and network faults
Assist in the development, maintenance and testing of a Disaster Recovery Plan.

System Support

Maintain system and network security to prevent unauthorized access
Liaise with System Administrator on planned system changes and outages.
Provide 1st level support after hours when needed.

Customer Support

Perform 1st level support for back office problems

LAN, Workstation & Peripheral Support

Manage the PC Server O/S stability
Provide hardware support diagnose faults, perform upgrades and arrange repair for teleconferencing workstations and bridging equipment.
Provide software support diagnose faults and perform upgrades as required for teleconferencing workstations and bridging equipment.
Maintain databases of inventory of all hardware and software for the back office and teleconferencing.

Manage Access & 3rd Party Vendor Circuits

Maintain current database of all inventory associated with the back office.
Oversee procurement of circuits from the local supplier.
Diagnose faults and work with providers to resolve.

Change Management

Carry out hardware and software upgrades of each system as required, during maintenance window.

Helpdesk

Maintain and improve Premiere Helpdesk system.
Ensure helpdesk tickets are completed in minimum possible time (according to SLA)
Monitor status of helpdesk tickets and provide reports on performance.

Training

Carry out Technology Transfer to other operations & sales staff.
Develop an understanding of all new features and releases prior to release.
Provide Sales technical debriefing.

Purchasing

Provide justification and pricing for purchase of new systems.
Write up and place orders for required equipment.

Other duties may be assigned as needed.

会社紹介:

Adept Group is a Human Capital Consulting firm that was formed by an experienced team to deliver a superior service based on “people”, “vision”, and “progress”.

We are “ Professional Services ” firm that provides the most cost effective service and creative solution to your hiring process.

Reliable, efficient, and constantly exploring new methodologies to ultimately save our clients their most precious resource, time.

We are currently open to dynamic individuals interested in joining our team.