



Job Information

Job ID: 42818
Job Title: Desktop Support Senior Engineer
Recruiter: Fidel Technologies K.K.
Company Name: Fidel Technologies
Division: IT
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: Negotiable, based on experience
Date: September 10th, 2008 11:06

General Requirements

Employment Experience: Over 3 years
English: Daily Conversation
Japanese: Business Level
Education: Bachelor's Degree
Visa Status: Japanese national or permission to work in Japan required

Job Description

The Tokyo Information Systems Department is pivotal in Firm ' s ability to meet rapidly changing and expanding business needs by providing a range of systems infrastructure and application services to the full range of business units world wide.

Responsibilities:

- * End user support (desktop environment)
- * Install new desktop/laptop PC physically and software include creating the master image
- * Build up monitor/ paging system/procedure and being stand-by for emergency trouble shooting.
- * Assist in defining plans and estimates for systems hardware/software implementation.
- * Evaluation of new hardware/software, and their implementations
- * Contingency Planning.
- * Documentation of Procedures and Systems Delivery Methodology.
- * Vendor relationship management

Required Skills

Experience / Qualifications

Experience of some of the following is required.

- * 3 or more years experience in Desktop Support
- * 3 or more years in managing role (or leader role)
- * 3 or more years in financial area.
- * Familiarity with Windows Server
- * Familiarity with PC network (AD, DNS, WINS)
- * Familiarity with Lotus Notes (Preferable)

Personal Characteristics:

- * Flexibility, Commitment and Integrity.
- * Self motivated, and be able to manage goals and deliverables.
- * Good Analytical, Problem solving and Documentation skills.
- * Ability to adapt to changing business needs.
- * Good written and oral communications skills in Japanese
- * At least read/write communication in English
- * Sense of humour

Company Description

【About Us】

Fidel Technologies is a Business Solution Provider with offices in Japan, India and representative office in Korea.

【Our Mission】

- * To provide useful software applications, support services tailored to the needs of the customer
- * To generate value, wealth and the ability to win for our customers, shareholders, well wishers and ourselves

【Main area of business】

- * Application development
- * Infrastructure & Network Support
- * Business Process Outsourcing
- * Staff Augmentation /Professional Services (Short term/Permanent)

フィデルテクノロジーズは、日本（東京）とインドに拠点を置くソフトウェア開発とビジネス・プロセス・アウトソーシングの分野におけるリーディングカンパニーです。高付加価値のビジネス・ソリューションを提供いたします。

【私達のミッション】

- * お客様のニーズにマッチする「使える」ソフトウェア・アプリケーション及びサポート・サービスを開発いたします。
- 。
- * お客様や出資者の方々の繁栄に貢献し、ひいては当社も繁栄していけるようにと願っております。

最先端の技術を用い、高品質と事業採算性を両立させたサービスとソリューションでビジネスと日常生活を変えていきたいと思っております。常に、正直さ、道徳心、信頼、勤労といったことを心がけて、企業統治と透明性の徹底に努め、皆様との信頼を築いてまいります。

【私達の提供するサービス】

- * アプリケーション開発
- * インフラ及びネットワークサポート
- * ビジネスプロセスアウトソーシング
- * 人材紹介及びテンプ・スタッフィング