

Job Information

Job ID: 95428
Job Title: IT Service Officer
Recruiter: MDS Global K.K.
Division: IT
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: Over 5 million yen
Salary Bonuses: Bonuses paid on top of indicated salary.
Date: August 22nd, 2008 11:02

General Requirements

Employment Experience: Over 1 year
English: Daily Conversation
Japanese: Daily Conversation
Education: Technical/Vocational College
Visa Status: Japanese national or permission to work in Japan required

Job Description

Member of Asian Regional IT Support Team. Support internal customers. Fixing problems with workstations, laptops, Blackberry's or printers. Occasional application level support. Training, Coaching and proactive customer support for internal customers, ensuring customers receive maximum benefits from systems. Facilitate communications between the local / regional IT Officers, the regional Training team and Global Support teams.

Take up special projects that will improve service levels. Desktop support (including login calls). General office infrastructure maintenance and monitoring.

Workstation support (imaging, moves, troubleshooting). Laptop support (moves, sign-in/sign-out, imaging, troubleshooting). Printer setup, testing, maintenance and troubleshooting. Remote working: Blackberry setup & support, SecurID setup. etc.

Activities around Business Recovery. Conference & Training room setup, video conference setup/support, local supplier management. Systems upgrades (including local testing). Account moves/changes. Training for new joiners.

Core Application support. Local testing. Account moves/changes. Training for new joiners. Core Application support.

Required Skills

Solid experience in supporting Microsoft applications. Sound experience in support of PCs and peripherals. Minimum 2 years of experience as a desktide engineer or in a similar role.

High level of awareness & enthusiasm in learning about new & current technologies. Ability to work under pressure. Excellent customer focus & telephone manners. Team player (including with other regional team members).

Ability to deliver projects & co-ordinate work in a timely fashion. Ability to follow practices & procedures set out by the team management. MOUS certification or equivalent (required); Good organizational skills.

Good communication skills. Ability to understand business requirements. Flexible approach to work hours; attention to detail, report writing and personal time management. Ability to teach other team members. Troubleshooting and problem resolution skills

Company Description

Staff recruiting for foreign firms in Japan, with an emphasis on IT positions in the financial industry. MDS Global is also a licensed temporary agency.