Data Center Service Desk Operator

no IT experience OK

Job Information

Hiring Company
BiOS, Inc.

Job ID
1034548

Industry
System Integration

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 4th, 2026 05:00

General Requirements

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

- Handle a request call and/or email for the datacenter services which is related with Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management
- Support clients visiting the datacenter with the secure operation (i.e. Administration, Escorting to workplace(s), Renting tools/equipment, etc.)
- Support the datacenter security operation (i.e. keys handling, lock/unlock racks/devices, etc.)
- Support bi-lingual communication on the datacenter Remote Hand services.
- Address the escalations by implementing report requirements.
- Documentations (i.e. Support log report, Asset/inventory report, etc.)
- Periodical reporting operation (i.e. daily, weekly and monthly log data input and create a report)
- Provide periodical/routine patrol and/or monitor the status of equipment and facilities

***Shift based work (day shift, and night shift based)

【業務内容】

- 電話・Email・カスタマーポータルの受付管理（リクエスト、問合わせ、インシデント等）
- 問い合せ内容に応じて、関係部門にエスカレーション
- 日英、英日の翻訳（発生した場合に対応）
- 日英、英日の通訳（発生した場合に対応）

- 鍵の貸し出し管理
- 問い合わせの窓口対応
- 各種報告書の作成
- データセンター入退室のエスコート

【歓迎条件】

- サービス業界での勤務経験カ、または、カスタマーサポート経験
- IT業界・データセンターへの興味・関心

Requires Languages:

English: Business level

Japanese: fluent (JLPT1 ~ native)

Work Hours:

交代シフト制（※夜勤あり）

Salary range:

Commensurate with experience and skill.

Required Skills

Strong interest in IT field

interest in learning

Native Japanese language; business level English

Motivaed and proactive personality

No IT experience welcome

Company Description

BiOS was formed in 1998 (as a division of LINC Media Inc.) and has evolved into a premier IT solutions and outsourcing company. With this evolution BiOS was spun off from LINC Media to create a separate and independently operating

company in 2010, now registered as BiOS Inc. BiOS provides solutions and services to a wide range of small and large foreign firms in Japan.

Over the years BiOS has developed the benchmark for bilingual IT Solutions in Tokyo, built on the principle of providing honest and affordable services customized and tailored to our client's needs.

We are always looking for bilingual IT professionals to join our onsite and internal teams. We pride ourselves in recruiting talented and ambitious engineers from all over the world.

Currently our teams include bilingual technical, sales and administration staff from more than 10 countries making BiOS a dynamic IT Team where intellect and creativity and a strong work ethic are all rewarded.

Start your future today with BiOS.