



## Support Engineer (Deskside Support level 1.5~2)

Work at a Global Pharmaceutical Company

### Job Information

**Recruiter**

BiOS, Inc.

**Job ID**

1165829

**Industry**

System Integration

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

May 8th, 2024 06:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

### Job Description

- Responsible for delivering BAU, the day-to-day tasks and ensure customer's downtime is minimum.
- Providing technical support to desktop/laptop PCs, printers, monitors, server/network. equipment, and other customer IT infrastructure with incident management excellence.
- Fulfilling IT support service needs, achieving goals and expected deliverables in accordance to the customer policies, procedures, and processes.
- Identifying opportunity for improvement, resolving issues, removing conflicts and critical path making sure SLA results are stable.
- Support, Manage, Optimize and Maintain the configuration and installation of the Desktop, to include, but not limited to, patch updates, hardware replacements, with spares provided by vendor.

### Required Skills

- 2-3 years troubleshooting PC hardware/Software (Windows workstation 7 to 10; Office; Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, Office 365).

- Ensure that each Desktop Device is installed with the appropriate Desktop image.
- Manage Desktop Devices (hardware and software) incidents through to resolution.
- Self-motivated, flexible, enthusiastic, very good communication skills (written and verbal)
- Can work well both as an individual and as part of a team.
- Willing to take direction and follow well defined processes and procedures.

**Requires Languages:**

English: Business level

Japanese: Fluent level

**Work Hours:**

Mon-Fri 9:00-18:00 (M/F, 8 hours/day type work)

Sat/Sun/National holidays

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**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.