JAC International
外資系・日系グローバル企業への転職なら

SR IT Engineer - Windows 👍 Exclusive job

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Global IT Company

Job ID
1457622

Industry
Internet, Web Services

Job Type
Permanent Full-time

Location
Osaka Prefecture

Salary
6 million yen ~ 8 million yen

Refreshed
January 9th, 2026 05:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent

Minimum Japanese Level
Fluent

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Deliver superior customer service through professional, comprehensive, and timely communication for all Incidents and Requests for Change.
• Ensure timely response, escalation, and resolution to promote the rapid restoration of services for all incidents.
• Through review and approval, ensure methodical and successful execution of customer change requests.
• Maintain system stability through advanced troubleshooting, timely resolution of customer incidents, and proactive maintenance.
• Maintain and improve client loyalty and Net Promoter scores.
• Partner with the Account and Sales team and aid in the regular Service Reviews. Work with the Account team to build a strong client relationship and grown revenue.
• Communicating and collaborating with local and global teams.
• Pro-active and reactive performance analysis, monitoring, troubleshooting and resolution of issues.
• Provide 24x7 escalation support for associated with the Microsoft Windows platform and SQL Server environment for Japan Managed Hosting Customer.
• Dispatch to data center or customer site for on-site support if urgent situation.
• Tasks and other duties assigned by leaders.

Required Skills

- Email and Phone based communications in both Japanese and English.
- Reading and writing in both Japanese and English.
- Previous Operating Systems support experience in enterprise, IT, or service provider environment.
- Hands on experience including but not limited to:
  Administration of Microsoft Operating Systems (2008,2012,2016,2019,2022).
  Administration of MS patch, and validation before deploying on customers' production environment.
  Administration of Common Windows operating system components (IIS (FTP Service), Active Directory, DNS, RDS, WSFC, Clustering etc.).

Company Description