aMaDEUS

Support Engineer for Airport IT

スペイン本社 外国籍比率20%以上 英語を使える・学べる環境

Job Information

Hiring Company
Amadeus Japan K.K.

Subsidiary
Amadeus Japan K.K

Job ID
1458508

Industry
Internet, Web Services

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chuo-ku

Train Description
Ginza Line, Nihonbashi Station

Salary
4.5 million yen ~ 5.5 million yen

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
シフト制

Holidays
週休2日制

Refreshed
May 10th, 2024 03:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation (Amount Used: English usage about 25%)

Minimum Japanese Level
Native

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

Customer Interaction

Initial Contact: Serve as the first point of contact for airlines seeking technical assistance via phone, email, or other communication channels.

Customer Service: Provide excellent customer service by being polite, patient, and helpful in addressing user concerns.

Issue Identification and Logging

Problem Identification: Gather information to understand and identify the nature of the technical issue reported by the user.

Issue Logging: Log and document support requests, detailing the problem, its severity, and any troubleshooting steps taken.

Basic Troubleshooting

Technical Assistance: Provide initial troubleshooting and technical assistance for common problems and known issues.

Resolution or Escalation: Resolve straightforward issues or escalate more complex problems to higher-level support tiers.

Password Resets and Account Management

Password Assistance: Assist users with password resets and account unlock procedures.

Account Management: Handle basic user account management tasks, such as creating, modifying, or deactivating accounts.

Software and Hardware Support

Software Issues: Address software-related problems, including installation, configuration, and basic functionality.

Hardware Issues: Assist with basic hardware troubleshooting and support.

Documentation

Record Keeping: Maintain accurate records of user interactions, issues, and resolutions.

Knowledge Base: Contribute to and utilize a knowledge base for documenting common issues and their solutions.

Communication

User Communication: Keep customers informed about the status of their reported issues and provide updates on resolutions.

Team Collaboration: Collaborate with other IT support levels and teams to ensure effective problem resolution.

Training and Guidance:

User Education: Provide basic training to users on common software and hardware usage to prevent recurring issues.

Guidance: Offer guidance on IT policies, procedures, and best practices.

Remote Support: Use remote assistance tools to troubleshoot and resolve without being physically present.

Monitoring

Basic Monitoring: Monitor Airport IT systems for issues and escalate as needed.

Alerts: Respond to alerts generated by monitoring systems and take appropriate actions.

Required Skills

Requirements

Experience & Expertise:

■ Experience in delivering IT Support in an Airport or similar environment.

■ An understanding of mechanical componentry.

■ Customer Service in an IT Environment.

■ Ability to build excellent customer and internal relationships.

■ Strong verbal and written communication.

■ Native Japanese, and proficient English skills

Preferred

■ The ability to build, & lead and also to operate as part of high performing teams.

■ Decision Making/Problem Solving.

■ Ability to analyze complex information and identify the most relevant details.

■ Ability to diagnose technical issues and assess appropriate action required.

Company Description