



【正社員】 Desktop Support Engineer | エンドユーザーサポート | JLPTN2 above OK

Visa sponsor | ネットワーク、PC、トラブルシューティング

## Job Information

### Hiring Company

Oikotechno Japan Co., Ltd

### Subsidiary

OIKOTECHNO JAPAN

### Job ID

1465315

### Industry

IT Consulting

### Company Type

Small/Medium Company (300 employees or less) - International Company

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards, Chuo-ku

### Train Description

Tozai Line, Kayabacho Station

### Salary

3 million yen ~ 5 million yen

### Refreshed

May 9th, 2024 03:00

## General Requirements

### Minimum Experience Level

Over 1 year

### Career Level

Mid Career

### Minimum English Level

Business Level (Amount Used: English usage about 25%)

### Minimum Japanese Level

Fluent

### Minimum Education Level

Associate Degree/Diploma

### Visa Status

Permission to work in Japan required

## Job Description

### Service Deliverables:

- Provide onsite and desk side support services to end users.
- Troubleshoot PC related problems at the direction of client level 2 or SPOC.
- Complete incidents and requests within SLA in pressurized environment.
- Build, configuring and troubleshoot Install "Gold" image on Customer PC and laptop applications and hardware

components.

- Ensure tickets are updated on a daily basis.
- Support meeting room environment and video conferencing.
- Support printers, scanners and other peripherals.
- Support mobile devices, such as iPads, iPhones and Android devices.
- End-User Data back-up and restoration when required in the course of a service incident.
- Smart hands support for data center equipment as per required SLA (in specified locations)
- As directed by client Tech support will assist in troubleshooting the data center devices
- Replace defective components cards in data center equipment's as advised by client Tech Support e.g., Remove a module and replace change in support of local Backup Routine in required sites.
- Import /Export tapes to the tape libraries as advised by client tech support

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## Required Skills

- Minimum of 1 year of experience in user support / technical support role
- Able to carry out fluent level communication in Japanese and English
  - \*Japanese will be used primarily for communications with clients, and English is mainly written communication internally
- Individual must have good customer facing skills and be well presented.
- Demonstrates independent and pro-active thinking
- Builds effective relationships both within the team and across the business and Professional Services
- Must be able to work to specified standards and required levels of deportment, conduct, and sound ethical workplace practices.
- Must be able to work alone and unsupervised, taking the initiative when necessary.
- Must be organized and prioritize work appropriately.

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## Company Description