CareerCross

EIRE
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On-Site IT/Desktop Support Engineer (Japanese+English)

常駐エンジニア ・ アジア太平洋地で急成長の企業 ・ キャリアアップのチャンス！

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1473643

Division
On-site IT Infra Support Services

Industry
IT Consulting

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

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - Other Areas, Ome-shi

Train Description
Ome Line, Ozaku Station

Salary
5.5 million yen ~ 6 million yen

Refreshed
May 8th, 2024 08:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

★ 企業エンドユーザーシステム（ハードウェア＆ソフトウェア）の英語使用テクニカルカスタマーサポート
★ キャリアアップのチャンスが豊富！
★ 勤務地：東京都青梅市

現在、弊社クライアントの青梅市（東京都）にあるオフィスを拠点とするITサポートエンジニア（常駐）を募集しております。
アジア太平洋地域全体で急成長の企業での業務で、会社の成長と発展に貢献できます。

■最寄り駅：青梅線 小作駅よりバス8～15分程度

【業務内容】

● 青梅市にあるオフィスのITシステム全般において、オンサイトでITテクニカルサポートとスマートハンズサービス
　◎Windowsハードウェアおよびソフトウェア
　（PC、ノートPC、モバイル機器、プリンター、Windows OS、Microsoft 365、Intune、Officeアプリ、メールなど）
　◎Teamsビデオ会議システム
　◎Cisco、Fortigate、Ubiquiti Network、NetAppsストレージデバイスなど
● 顧客や社内組織（システムエンジニア、コンサルタントなど）のIT環境における問題解決
● 問題分析、診断、シミュレーション、開発／エンジニアリングチームへのエスカレーション、フォローアップ
● ポリシーや手順に従いながらサポート
● 運用手順書などのドキュメント作成、レビュー、検証、根本原因分析（RCA）の実施と文書化
● 製品の性能と保守性を評価し、ハードウェアとソフトウェアの使用または変更の決定に寄与
● 夜間や週末のオンコール業務が必要になる場合あり

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- **Resident (On-site) Desktop/IT Infra Technical Support for corporate end-user systems (hardware & software)**
- **Rapidly expanding environment, international corporate culture, with many opportunities for career growth!**
- **Location: Ome-shi, Tokyo**

Our client is rapidly expanding throughout Asia Pac.

In taking on this challenge as a resident IT Support Engineer, based in the client's West Tokyo office, you will become a critical member of a very exciting phase of the company's growth and development.

Role & Responsibilities:

In collaboration with the Level 2/3 teams in the remote Network Operations Center, provide on-site IT technical support, system administration and smart-hands services on all corporate IT Systems in the Japan offices, including: **Windows-based End User hardware and software (Windows OS, PCs/notebooks, mobile devices, printers, Microsoft 365, Intune, Outlook, etc.); Microsoft Teams Video Conferencing units; Cisco, Fortigate and Ubiquiti Network devices, and; data Storage devices.**

- Analyze and provide IT-related resolutions and assistance to customers and internal organizations (i.e. system engineers, consultants, etc.).
- Analysis of customer problems, using professional tools and methods to simulate and accurately define problems, effectively escalate to development/engineering teams and follow-ups to ensure problems are fixed to the satisfaction of customers. This may require travel to the customer's site if problem duplication efforts are not effective in resolving customer problem.
- Exercise independent judgment in support activities and IT delivery techniques, while still following policy/procedures.
- Create, review, validate and follow IT Service documentation such as Standard Operating Procedures; Undertake and document Root Cause Analysis (RCA)
- Evaluate product performance and serviceability in order to contribute to the design of new or modified products.
- Work on a 8 hours x 5 days schedule. On-call duties for evenings and weekends may be required from time-to-time.

Required Skills

【語学力】
● 日本語と英語の環境で同僚や外部業者などとコミュニケーションが図れる方

【スキル／経験】
● 企業のエンドユーザーを対象としたITサポート（デスクトップサポート）※　経験：2年以上
※ (Windows OS、モバイル機器、Microsoft Office 365、Intune、SharePoint、Teams等)
● ネットワークとトラブルシューティングの基礎知識
● イーサネット技術、ケーブル配線、および障害検出接続の問題（銅線／ファイバー）の知識

【あれば尚可】
● 情報技術分野の学歴やITインフラなどに関する専門レベルの技術認定資格

【求める人物像】
● カスタマーサービス対応スキル
● 自主的に行動が起こせる方
● チームプレーヤー
● 優先順位を付けて迅速に対応できる方

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<u>Language Skill Requirements:</u>

1. English: Excellent oral and written communication skills using English
2. Japanese: High-Intermediate / Business level Japanese, with ability to communicate effectively with colleagues and partners in a Japanese/English bilingual environment.

<u>Skills & Experience Requirements:</u>

- 2+ years professional experience providing Technical Support for corporate end-point technologies (Windows OS computers, mobile devices, MS Office, etc.) and IT infrastructure (smart hands support)
- Ability to diagnose and troubleshoot general networking and system level issues with computers, business applications, operating systems, servers.
- Knowledge of basic networking technical concepts and fundamentals for trouble-shooting
- Familiarity with Ethernet technologies, cabling and fault finding connectivity issues (copper/fiber).
- Preferred: an academic background in Information Technology subject and/or professional level technical certifications for computing, systems or IT infrastructure.

Soft Skills:

- Excellent customers service interaction skills especially in stressful situations.
- Be highly motivated to take action in creating opportunities or avoid problems. Be able to use initiative and encourage initiative in others
- Team Player. Must be able to work well in a collaborative environment that promotes sharing of knowledge and experiences.
- Able to prioritize and promptly respond to customer issues/requests

Company Description