



【東京勤務】 Specialist, Field IT Lead Support

教育制度充実！風通しの良いフラットな社風です

Job Information

Hiring Company

Johnson Controls, K.K.

Job ID

1477821

Industry

Equipment

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shibuya-ku

Train Description

Keio Line, Sasazuka Station

Salary

5 million yen ~ 7 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

8:45-17:30 (休憩60分)

Holidays

完全週休2日制（土日）、祝日、年末年始休暇、年次有給休暇、有給消化後特別休暇、慶弔休暇、産前産後休暇、育児休業・介護休業

Refreshed

August 6th, 2024 10:00

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

ジョンソンコントロールズは、最先端技術でビルの快適性・効率化・省エネ化を追求し、建物のライフサイクルを通じた効率化を促進する製品やシステムの製造、施工、保守ならびに運用コンサルティングをワンストップで提供し、世界中の建物に最適環境を提供しているグローバル企業です。

地図に残る有名なビル・ランドマークなど、日本のみならず世界中で大規模なプロジェクトに参画し、効率的な空調制御と省エネルギーを実現するビル管理・中央監視システム、高性能な自動制御機器など、オープンで拡張性の高いビルオートメーションにより、お客様の建物をスマートビルに進化させています。

Asia Pacific地域（APAC）のIT組織の一員として、主に日本法人の社内ITサポートをご担当いただける方をこのたび募集いたします。

英語力を活かし、また日本にいながら他国の同僚ともかかわることのできる仕事です。

Specialist, Field IT Lead Support

【PRIMARY RESPONSIBILITIES】

Field IT Engineers provide a variety of information technology support services including, but not limited to, connectivity, hardware/software support, and overall Field IT incident & service request resolution.

The role also provides support & delivery of Enterprise and Business Unit projects and initiatives

1. Support of LAN, WAN environment including client computing and iphone provisioning in the local offices. As field IT, initial point of contact, liaise with Global network team as local field IT to provide physical support.
2. Manage system/service change management.
3. Project support for new office systems, including implementation, administration, and updates.
4. Act as the second level of client computing support for the office systems in the responsible region.
5. Responsible for the administration and management of server environment in the local offices.

【DUTIES】

1. Conduct hardware installation and provide ongoing support (e.g., PCs, iphones, mobility devices, printers and specialized devices) in the local offices
2. Provide software support and local infrastructure service support (e.g., server, LAN, WAN and VOIP) in the local offices
3. Provide second level support for IT On-Site Support (OSS) team in the responsible region for all office systems, including IT hardware, Operating Systems, base application functions etc by using ITSM ServiceNow
4. Execute PC lifecycle management and perform asset management tasks as required by Corporate IT
5. Provide onsite Smart Hands (e.g., support and liaison with 3rd party & internal JCI Support teams)
6. Execute local mobile administration
7. Support Identity and Access Management requests (e.g., provisioning, de-provisioning, access validation, authentication, network share, and troubleshooting)
8. Support local IT security compliance including comms room set-up, maintenance, and access as needed
9. Assist compliance teams with audit tasks
10. Provide satellite office support and travel for field visits, when needed
11. Support vendor management as needed
12. Support IT procurement as needed
13. Serve as IT escalation point in region for internal customers with issues related to IT systems, software,
14. and hardware, in cases where Service Desk cannot resolve the problem
15. Manage relationship with Corporate IT
16. Deliver Field IT Services in accordance with SLT's using JCI Service Management toolset
17. Proactively communicate and provide updates to customers
18. Provide differentiated SLAs for customer-related requests or incidents
19. Assist in identifying and capturing Enterprise and BU project demand (e.g., planned & unplanned)
20. IT finance management in respective area (e.g., purchasing & spending)
21. For XaaS solutions, collaborate with third-party suppliers for incident resolution, as needed

【KEY PERFORMANCE INDICATORS】

1. Customer satisfaction and maintain a high level of professional support service.
2. Successfully manage in compliance with IT security control
3. Successfully executed Technology Services project rollouts on schedule to meet the requirements.

【勤務地】

東京（渋谷区笹塚）

【変更の範囲】会社（出向先を含む）の定める事業所

（海外、テレワーク適用となった場合は労働者の自宅を含む）

【転勤】なし

【弊社の魅力】

外資と日系企業の良さを兼ね備えた職場環境や風通しの良さ、安定性や充実した教育制度：

当社は長年、中途採用を積極的に行っており、中途入社者も十分に活躍できる体制が整っています。

勤続年数や年齢・学歴・性別などのバックグラウンドに関係なく、多様な従業員が個性・適性を活かして活躍できる風通しの良い環境です。ワークライフバランスの実現にも力を入れ「ノー残業デー」「20時オフィスクローズ」「有給休暇取得奨

励」など働きやすさを追求しています。

中途入社者向けのオリエンテーションやフォロー研修を実施。また、資格取得支援や研修メニューも豊富で、過去の経験を活かしつつ新たな知識や技術を身につけることで、さらなるステップアップが可能です。

たとえば当社の通信教育支援制度を利用して期間内に修了条件を満たした場合、受講費用の7割が当社から補助されます。

また『社内公募制度（ジョブポスティング）』『キャリアパスインタビュー』などにより、キャリアチェンジ（職種や勤務地の変更）や多様なキャリアパスの実現が可能です。

Required Skills

[REQUIREMENT PROFILE (QUALIFICATIONS / KNOWLEDGE AND SKILLS REQUIRED)]

- ・ Diploma / Degree in Computer Science, Information Technology, equivalent or related discipline
 - ・ 5 years or above relevant experience, experienced with multinational corporation support is definitely an advantage
- technical proficiency in
- ・ Strong communication & interpersonal skills both English and Japanese (English: equivalent with TOEIC 800 and above, Japanese: Advanced or native level)
 - ・ Self-motivated, analytical-minded, able to work independently and under pressure
 - ・ Manage client computing hardware/software installation and provide ongoing support including networking, iPhones, printers and specialized devices

雇用形態： 無期雇用

定 年： 65歳

試用期間： 6ヶ月間（条件変更なし）

交 通 費： 実費支給（全額）

退職金制度： 有／確定拠出型年金

受動喫煙対策： 就業場所 屋内全面禁煙

選考プロセス： 書類選考 → オンライン面接 → 対面面接

※面接は複数回を予定

Company Description