Field Support Engineer

Work onsite at a fortune 500 company

Job Information

Hiring Company
BiOS, Inc.

Job ID
1490967

Industry
IT Consulting

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
5 million yen ~ 5.5 million yen

Refreshed
August 19th, 2025 07:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation

Minimum Japanese Level
Native

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

Job description
BiOS is looking for skilled deskside engineers to join international support team servicing our highly regarded Global clients. Fast Moving, Highly demanding environment where you will be expected to undertake key aspects of maintenance and deployment work on Wintel PC.

Responsibilities include but are not limited to the following:

- Responsible for delivering BAU, the day-to-day tasks and ensure customer's downtime is minimum.
- Become familiar with all aspects of customer's IT environment and keep knowledge up-to-date.
- Fulfilling IT support service needs, achieving goals and expected deliverables in accordance to the customer policies, procedures, and processes.
- Providing technical support to desktop/laptop PCs, printers, monitors, and other customer IT infrastructure with incident management excellence.
- Perform troubleshooting with appropriate stakeholders in email, phone, remote assist, and in face-to-face.

- Clearly documents issues with troubleshooting steps taken and properly assigns to next level when needed.
- Identifying opportunity for improvement, resolving issues, removing conflicts and critical path making sure SLA results are stable
- Establishing/maintaining a good working relationship with customer and other stakeholders.
- Build and maintain inclusive and highly engaged team culture.
- Reporting and reviewing the performance of the services with customers as required.
- Other ad-hoc technical tasks are required

Required Skills

Required Skills

・Experienced in onsite management such as sub-leads.

• L2 On-site and remote support troubleshooting experience (1.5~2 should be onay)

• 3+ years troubleshooting PC hardware/Software (Windows workstation 10, Office, Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, MS Exchange and/or Office 365)

• 3+ years' experience working for IT service company or servicing as IT Support for 50+ users company.

• Technical skills and excellent knowledge of hardware preferably HP, Dell, Lenovo and other brands

• Good knowledge of network infrastructure, protocols and services.

• Self-motivated, flexible, enthusiastic, very good communication skills (written and verbal)

• Willing to learn and undertake further training and qualifications where required.

• Can work well both as an individual and as part of a team.

• Ability to work in a fast paced environment.

• Willing to take direction and follow well defined processes and procedures.

Bonus Points

・Investigate the cause of software failure using event viewer (event log)

・Experienced in handling recovery from software failures

• Inter-team communication facilitator

• VIP support

• Macintosh support experience

Requires Languages:

Japanese: Business level~Native

English: Daily convedrsation level

Work Hours:

Mon ~ Fri

9:00 to 18:00 , or any other hours suggested by BiOS

One hour's lunch break each day

Company Description