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![BiOS IT MANAGED SOLUTIONS]

URGENT! Bilingual Desktop Support Engineer

work onsite at a Global company

Job Information

Hiring Company
BiOS, Inc.

Job ID
1524748

Industry
System Integration

Company Type
Large Company (more than 300 employees) - International Company

Job Type
Contract

Location
Tokyo - 23 Wards, Chiyoda-ku

Salary
4 million yen ~ 5 million yen

Work Hours
8:00-17:00

Holidays
土日祝日

Refreshed
July 15th, 2025 01:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Basic

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

Responsibilities include but are not limited to the following:
  Provide technical support for Windows and Mac environments.
  Provide technical support for the desktop hardware including printers, PCs, Laptops, monitors.
  Log and update support calls on the client company's case management system.
  Miscellaneous end user IT equipment requests
  Returns Termination - asset collection services

Conference room support as required
Application support and engineering (native client software packages are in scope)
Basic connectivity and network troubleshooting
Telecom phone support
In addition to these core duties, employee is expected to be proactive in interaction with members of IT Engineer Team, BiOS Inc. personnel.

Required Skills

REQUIRED SKILLS:

  1-2 years troubleshooting experience for ios, mobile device, MiFi support, PC hardware/Software (Macbook prefered, Windows workstation; Office; Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, Office 365).
  Self-motivated, flexible, enthusiastic, very good communication skills (written and verbal)
  Can work well both as an individual and as part of a team and flexible, able to adjust to the rapid changes in business support.
  Willing to take direction and follow well defined processes and procedures.
  Able to communicate flexibly with partners & teams both local and in overseas for smooth collaborations (Better to have 1-2 years or more with collaborative experience).
  Basic knowledge of Mac experience, having actual support experience is preferable.

REQUIRED language skills: English (Business); Japanese: fluent~native level

Desired skills:

 ・Experience supporting users for remote meeting tools, i.e. slack, google, zoom, teams, skype, webex applications
 ・Experience working with regional IT teams and on support of both office /remote users, preferably in foreign enterprise companies
 ・Experience of directing, interfacing vendors or internal teams at international team environment(Both in Japanese and English).
 ・Audio video conference room related support & attendant experience (Google Meet, Zoom or related tools i.e. Cisco Tandberg, crestron touch pannel controller, room monitors, lightings etc..)

Company Description