Field Service Engineer | Global IT & Sustainability

Work with enterprise hardware systems

Job Information

Hiring Company
Evernex Japan K.K.

Job ID
1553472

Industry
IT Consulting

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

Non-Japanese Ratio
Majority Japanese

Job Type
Permanent Full-time

Location
Osaka Prefecture

Salary
6 million yen ~ Negotiable, based on experience

Refreshed
November 3rd, 2026 04:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

【About Evernex】

Evernex is a global IT infrastructure service provider headquartered in Paris, with operations across 160+ countries. We deliver multi-vendor IT lifecycle solutions—from installation and maintenance to sustainable asset management—for enterprise clients worldwide.

Our mission: “Engineer a more efficient, safer, and sustainable world.” We help organizations extend the life of their IT assets, reduce waste, and promote sustainability through responsible technology practices.

【Position Overview】

As a Field Service Engineer, you will be at the frontline of Evernex's operations in Japan, responsible for providing technical support for enterprise-level servers and storage systems. You will diagnose complex technical issues, analyze system logs, and perform hands-on repairs—ensuring that critical IT systems for global clients remain up and running. This is a key, customer-facing technical role in a global organization, where you will collaborate with international teams, grow your expertise in enterprise technologies, and directly contribute to sustainable IT operations.

【Key Responsibilities】

- Troubleshoot, repair, and maintain enterprise servers and storage systems (HP, IBM, Dell, EMC, Cisco, etc.)
- Perform diagnostics, analyze logs, and identify hardware failures
- Create and execute technical action plans for on-site interventions
- Support Field Engineers with remote or on-site technical guidance
- Communicate with clients and coordinate with global support teams
- Maintain compliance with Evernex quality and safety standards (QHSE)
- Participate in a 24x7 on-call support on a rotational basis, responding to escalations and customer incidents
- Travel to customer sites to perform hardware maintenance and support activities as required
- Carry, handle, and replace hardware parts onsite, ensuring proper installation and compliance with approved procedures and safety standards
- Operate independently onsite, proactively troubleshooting issues and taking initiative to identify and implement effective solutions

Working Conditions and Environment:

- Regular travel is required.
- Ensure the availability of services outside office hours, evenings, and weekends. Availability in case of escalation.
- Must comply with the internal QHSE Standards

【Why Join Evernex?】

- Truly Global Reach: Work with experts and clients from 160+ countries.
- Technology Depth: Gain hands-on experience with top-tier enterprise hardware.
- Purpose-Driven Work: Support eco-friendly IT lifecycle management.
- Career Advancement: Opportunity to grow into technical leadership roles.
- Inclusive Culture: Open communication and strong team collaboration.

Required Skills

Required Qualifications

- Bachelor's degree in Computer Science, Electrical Engineering, or related field
- 5+ years of hands-on experience in server/storage maintenance
- Deep knowledge of HP enterprise systems (HP Servers, HPE Storage, OneView, iLO, etc.)
- Experience with Unix / Linux / Windows administration
- Basic understanding of network protocols (TCP/IP, DNS)
- Fluent in Japanese and business-level English
- Excellent communication, problem-solving, and multitasking skills

Preferred Skills

- Experience in multi-vendor environments (Sun, IBM, EMC, Cisco)
- Familiarity with proactive monitoring tools and log extraction (EMC SP collect, HP ADU, etc.)
- Strong sense of ownership and ability to work independently
- Customer-oriented mindset and team collaboration skills

【Employment Details】

- Location: Osaka, Japan (Regular travel required)
- Employment Type: Full-time, Permanent
- Salary: 6M JPY or above (based on experience)
- Working Hours: 40 hours/week (some flexibility required)
- Benefits: Full social insurance, training, travel allowance, global exposure
- Holidays: 2 days off per week, public holidays, annual paid leave

Company Description