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L1サポート/L1 Support/インフラ監視・運用/1000万以上/インド外資系IT企業

IT業界でのキャリアアップをサポートします！

Job Information

Recruiter
Fidel Consulting KK

Job ID
1556371

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
10 million yen ~ 12 million yen

Refreshed
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General Requirements

Minimum Experience Level
Over 10 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

- Use your English skills to take on a high-class position in a global environment with an annual salary of over 10 million yen
- Practical experience in a wide range of technical fields (Windows, Linux, networks, middleware, etc.)
- Expand your career horizons, from infrastructure support to service management
- A trusted global company from India operating in over 100 countries
- A diverse corporate culture with over 700,000 employees

- L1 infrastructure support in a global environment (Japanese and English)
- Responding to inquiries via ITSM tools, email, chat, and phone
- Recording, categorizing, prioritizing, and responding to incidents and system alerts
- Initial response based on standard procedures and escalation to L2

- Making changes to the production environment in accordance with the change management process
- Tracking tickets to resolution
- In the future, there will be opportunities to be involved in service management tasks such as incident management and KPI creation.

The company is a global business group based in India with operations in over 100 countries and six continents. For over 150 years since its founding, the company has been committed to improving the quality of life for society as a whole and creating long-term value, based on its "Leadership through Trust" philosophy.

A unique feature of the company is that 66% of the parent company is held by a charitable trust, which has created a system in which wealth gained from the business is returned to society, and the company is known both in India and abroad for its high ethical standards and emphasis on social responsibility.

The group has over 700,000 employees, and ethics, integrity, and the development of excellent human resources are at the core of its corporate culture. With multiple corporations and projects underway in Japan, it is an extremely attractive environment for those who want to build a career with a global perspective.

Work hours can be freely selected between 5:00 and 22:00 on weekdays.
Working hours: 8 hours (1 hour break)

Two-day weekend, annual paid vacation, summer vacation, winter vacation, special leave, maternity, childcare and nursing care leave

Transportation expenses provided, business trip allowance, overtime allowance, night shift allowance, complete social insurance, salary increases and bonuses, defined contribution pension system, cafeteria plan, employee savings plan, congratulatory and condolence money system, Kanto IT Software Health Insurance Association, preferential mortgage interest rates, group insurance system, free address office, flextime system, short-time work system, relaxation room, official clubs

You will be responsible for L1 support.
You will provide infrastructure services for applications and systems in Japan, and will be available in both Japanese and English.
Key responsibilities will include:
Accepting and responding to inquiries and requests via ITSM tools, email, chat, and telephone.
Recording, categorizing, and prioritizing incidents and system alerts, and leading appropriate responses.
Implementing changes to the production environment as needed, following the company's change management procedures.

When possible, attempting initial responses to resolve incidents on-site.
Responsible for incident tracking tickets to resolution, and implementing initial responses according to standard procedures.
Escalating difficult resolutions to the next level (L2).
In addition to L1 support, you may also be responsible for service management, management, and creating KPIs.

- You will be in charge of L1 support work.
- We will provide infrastructure services related to applications and systems in Japan in both Japanese and English.
- The main duties are as follows:
    - Receive and respond to inquiries and requests via ITSM tools, email, chat, telephone, etc.
    - Record, classify, and prioritize incidents and system alerts, and lead to appropriate responses.
    - Implement changes to the production environment as required, following the company's change management procedures.
    - Initial response attempts to resolve incidents on the spot, if possible.
    - Responsibly track tickets until resolution and perform initial response according to standard procedures.
    - If resolution is difficult, escalate to the next level (L2).
    - In addition to L1 support, you may be responsible for service management, incident management, and creating KPIs

Required Skills

- Experience in L1 infrastructure monitoring and operation
- Experience in operations based on SOP (incident management, change management)
- Experience in service management using ITSM tools
- Business level Japanese (JLPT N2 or above) and English skills required
- Able to collaborate with global members
- L1 or L1.5 operational experience in any of the following technologies:
- Windows / Red Hat Linux
- Databases / Networks / Middleware
- Event/incident management tools
- [Welcome] People with the technical breadth to handle multiple technologies
- [Preferred] Experience in IT service management such as change management, problem management, and MIM

Eligibility requirements:

Experience in monitoring and operating L1 infrastructure
Operations based on SOPs (incident management and change management)
Service management using ITSM tools
Bilingualism preferred - required (Japanese - N2 level, English - fluent)
Ability to participate in managing global projects with global members Experience
L1/L1.5 operations using any of the following technologies
Platforms (Windows/RedhatLinux)
Databases
Networks
Middleware
Events/Incidents IT
Service Management (Events/Incidents)
Preferred:
Technical experience in multiple technologies
Platforms (Windows/RedhatLinux)
Databases
Networks
Middleware
Events/Incidents IT
Service Management (Change Management/Problem Management/MIM)
Languages: Business level Japanese and business level English.

Qualifications:

Experience in monitoring and operating L1 infrastructure
SOP-based operations (incident management and change management)
Service management using ITSM tools
Bilingualism preferred - required (Japanese - N2, English - fluent)
Ready to work on global projects with global members
Experience managing L1/L1.5 operations with any of these technologies
Platform (Windows/RedhatLinux)
Database
Network
Middleware
Event/IncidentIT
Service Management (Event/Incident)
Preferred:
Technical experience across multiple technologies
Platform (Windows/RedhatLinux)
Database
Network
Middleware
Event/IncidentIT
Service Management (Change Management/Problem Management/MIM)
Languages : Business japanese level and business level english.

Company Description