



## User Support Engineer (IT Asset Management Provisioning)

Work at a fortune 500 CRM company

### Job Information

**Hiring Company**

BiOS, Inc.

**Job ID**

1557476

**Division**

User Support

**Industry**

IT Consulting

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Work Hours**

Mon-Fri 9:00-18:00

**Holidays**

Sat/Sun/National holidays

**Refreshed**

September 5th, 2025 11:46

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**Responsibilities include but are not limited to the following:**

1. Unpacking and documenting all IT equipment (PCs/iPhones), including disposal of boxes and packaging materials.
2. Asset registration and management via the ticketing system.

3. Collecting serial numbers of disposed devices and maintaining corresponding records.

4. Coordinating PC repair requests, including obtaining estimates by phone from manufacturers,

recording in the ticketing system, and working with overseas teams to obtain Purchase Orders (POs).

5. Assisting with any on-site physical tasks as needed.

6. Understanding the entire deployment process of client PCs and providing instructions and advice to related partners.

- 6-1. Coordinating with relevant teams to ensure new employees receive their PCs before their start date.

- 6-2. Planning and managing PC swap (replacement) programs.

- 6-3. If partners are unable to supply devices, preparing and shipping PCs directly.

7. Inspecting returned PCs and updating data in the ticketing system.

8. Managing repair PCs and arranging manufacturer repairs via phone.

9. Collecting and disposing of PCs that have reached End of Life (EOL), including data wiping in accordance with global standards.

10. Supporting quarterly audit activities.

11. Replenishing, managing, and ordering items for office IT vending machines.

12. Daily coordination and communication with the Singapore team regarding above processes 1-6.

**\*In addition to these core duties, employee is expected to be proactive in interaction with members of the Team, BIOS Inc. personnel**

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## Required Skills

- 1-2 years of Practical experience and basic knowledge in using macOS (MacBook) devices, along with IT asset management experience.
- Basic knowledge of and experience with Linux shell commands.
- Proven experience in coordinating vendors or internal teams within an international team environment.
- Strong initiative, adaptability, and enthusiasm, with excellent written and verbal communication skills in both Japanese and English, for dealing with local and international clients.
- A proactive attitude with the ability to work independently as well as collaboratively, take instructions willingly, and strictly follow clearly defined procedures and processes.
- Basic understanding of ticketing systems or similar tools.
- Comfortable working with Excel (not intimidated or reluctant to use it)

### Desired Skills:

### Requires Languages:

English: Business preferred

Japanese: Native

### Work Hours:

Mon-Fri 9:00-18:00 (Holiday Sat/Sun/National holidays)

\*Core working hours may vary in accordance with onsite operations.

### Base Salary range:

~395,000JPY/ month (Based on skillsets & experience)

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## Company Description