



【Tokyo/Osaka】 Datacenter Engineer

International Environment/Good Salary

Job Information

Hiring Company

Hemmersbach Holding GmbH

Job ID

1614302

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7.5 million yen ~ 8.5 million yen

Work Hours

9:00~18:00 (8 hours with 1 hour break)

Holidays

In accordance with company regulations

Refreshed

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General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

«Job Description & Position Highlights»

- Provide on-site hardware troubleshooting, part replacement, and field support at customer sites and data centers
- Solve technical issues in a global environment while collaborating closely with remote support teams in English
- Enjoy a dynamic work style with business travel and on-call support, based in Osaka
- Full-time position offering ¥7.5M–¥8.5M annual salary and 120+ days of annual leave

【Job Responsibilities】

- Hardware Break & Fix at customer and data centre locations
- Onsite diagnostics and ability to replace parts at the direction and coordination of a remote support team
- Provide day-to-day support at customer locations within the assigned geographical region—Tokyo/Osaka and bordering prefectures (see coverage region above)
- Support customers on technical problems they have with their technical equipment
- Accurate and timely updates in the dispatch system (Fieldcode) – dispatch acknowledgement, on-arrival confirmation and detailed closure notes

【Employment Type】

Permanent employee (Full-time)

【Salary】

JPY 7.5 million to 8.5 million/year

【Working Hours】

9:00~18:00 (8 hours with 1 hour break)

*On-call work will be required, including bank holidays and outside standard business hours

【Work Location】

Osaka

*This is a field support position, candidate must be willing to travel to customer locations, including overnight travel where required

【Holidays & Leave】

- 120+ days per year

【Benefits & Welfare】

In accordance with company regulations

Required Skills**【Requirements】**

- Hardware Break & Fix at customer and data centre locations
- Excellent time management skill
- N2 Japanese language at least is required for all onsite and end-customer communication
- English language (spoken and written) required for coordination with the remote support team and for use of global ticketing and dispatch tools
- This is a field support position, candidate must be willing to travel to customer locations, including overnight travel where required

Company Description