Field Service Technician | Data Center Cooling & HVAC (Tokyo)

Global Leader | HVAC | Data Center Tech

Job Information

Hiring Company
Vertiv Japan G.K.

Job ID
1619095

Industry
Machinery

Company Type
Large Company (more than 300 employees)

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5.5 million yen ~ 10 million yen

Work Hours
8:45 ~ 17:30 (休憩45分：12:15 ~ 13:00)

Holidays
According to company regulations.

Refreshed
November 23rd, 2026 08:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Native Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

≪Job Requirements & Highlights of this Position≫

- Field engineer position responsible for testing & commissioning, preventive maintenance, and emergency response for cooling/thermal management equipment in data centers and other facilities.
- Gain high-level expertise through maintaining critical equipment that supports social infrastructure.
- A sense of accomplishment from swiftly resolving customer issues using specialized skills.

- Complete with comprehensive internal training and coaching programs, provision of a company vehicle, and robust safety management systems.

【Job Description】
Field Activities

- Carry out Testing & Commissioning, Preventive Maintenance, Time & Material activities as assigned by team lead for thermal products such as CRAC, Fan Wall, AHU and XDU in a professional, efficient manner, and achieve a high level of service to our clients within the restraints of time, expense, and profitability.
- Respond promptly to assigned emergency service calls while on 24x7 standby duty.
- Ensure availability in weekend/holiday and after office hours to support the team.
- Participate in field troubleshooting activities together with technical support team, fellow field engineers and third-party vendors.

Safety

- Take all necessary steps to ensure both Vertiv and client OH&S' requirements are adhered to.
- Ensure all safety courses are attended in timely manner.
- Ensure adequate PPE, appropriate tools and calibrated instruments is used in field activities.
- Report all incidents on time.

Administrative

- Support Team Lead and Service Manager in planning, scheduling and organizing departmental matters.
- Author Method of Statement, Risk Assessment, Site Acceptance Test procedures and Incident Reports.
- Ensure job debriefing is done promptly and OKR is continuously monitored and met.
- Work hand-in-hand with project management team to plan testing & commissioning activities schedule.
- Attend all required safety and technical courses.

Client Management

- Maintain proper levels of relationships between the Company and our customers, by ensuring all complaints are reported promptly so that remedial action can be taken.
- Ensure that a level of competence is maintained to adequately handle the degree of technology required by application via available training and coaching provided by company.
- At all times ensure that company vehicle, personal dress and appearance are presentable within the restraints of the work to be carried out, the Company policy is well understood, and that Company business is carried out in an efficient and professional manner.

■OUR CORE PRINCIPALS :
Safety. Integrity. Respect. Teamwork. Diversity & Inclusion.

■OUR STRATEGIC PRIORITIES :

- Customer Focus
- Operational Excellence
- High-Performance Culture
- Innovation
- Financial Strength

■OUR BEHAVIORS :

- Own It
- Think Big and Execute
- Act With Urgency
- Own It
- Drive Continuous Improvement
- Promote Transparent and Open Communication
- Learn and Seek Out Development
- Foster a Customer-First Mindset
- Lead by Example

【Employment Type】
Full-time employee

【Salary】
5.8 Million ~ 9.6 Million JPY

【Working Hours】
Monday to Friday, 8:45 AM - 5:30 PM (45-minute lunch break from 12:15 PM to 1:00 PM)

* Flexible working hours system with no core hours. Participation in a rotating weekend and night shift schedule may be required depending on business needs.

【Work Location】
12A, Tennoz Parkside Building 2-5-8 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002

【Holidays / Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

Required Skills

【Qualifications】

- NITEC, Diploma or Degree in Mechanical Engineering, with minimum 2 years of relevant experience.
- Good customer service.
- Knowledge in field servicing of thermal products like CRAC, HVAC, AHU and chiller system.
- Experience in critical infrastructure is desirable.
- Customer centric with high level of commitment to meet and exceed customer satisfaction and demands.
- Good written, oral communication and presentation skills, with experience working with people across different culture and background.
- Good relationship building and management skills with the ability to foster long-term relationships (with internal teams, external partners).
- Self-motivated and work on own initiative; good team player.
- Action- and results-orientated with a passion for success.
- Aggressive in planning for and achieving targets.
- Good time management skills.

The successful candidate will embrace Vertiv’s Core Principals & Behaviors to help execute our Strategic Priorities.

Company Description