



Service Desk Agent サービスデスクエージェント 横浜・東京

Job Information

Hiring Company

Wipro

Job ID

1059621

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Yokohama-shi Nishi-ku

Salary

Negotiable, based on experience

Refreshed

January 21st, 2022 04:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Working hours (shift examples) :

8:00-17:00, 9:00-18:00, 10:00-19:00, 11:00-20:00 (Changes monthly basis)

Role purpose:

Answer calls and Service Requests from end users and track status and progress to resolution.

Main responsibilities:

Adherence to policies and procedures, closure of open calls after resolution.

Major activities:

- Opens, logs, prioritizes, assigns, and closes calls logged in the IT SD
- Asks the Customer End User for all relevant information concerning the call made or issue reported by the Customer End User
- Attempts to resolve the defined inquiries while on the telephone, to meet the agreed upon Service Level for First Call Resolution
- Routes the enquiries to Resolver Groups as appropriate
- Re-routes misdirected calls

- Escalates tickets which have not been resolved by SD, in accordance with Customer escalation procedures
- Provides status and updates on tickets to authorized users
- Reopens Ticket / Creates new ticket to follow up if the user indicates that the inquiry was not resolved to their satisfaction
- Makes recommendations for updates to the KB database

(*Considering this Covid'19 situation, we may request you to work from home, however based on the project request, the candidate should be ready for working at this designated work location as well as our Wipro offices. 新型コロナウイルス影響下において在宅勤務をお願いする場合がございますが、基本的にはプロジェクト事情により、記載の就業場所や弊社オフィスで働いて頂きます。)

Required Skills

Language: Proficient in English & Japanese (Read + Write + Speak)

Certification:

Experience: Min 1year

Non-Native: Mandatory JPLT N1 ONLY and Minimum 2 years working for a voice Support for a Japanese customer

Equivalent test of spoken and written Japanese and technical IT specific knowledge in both Japanese and English

Company Description

Wipro has been a leading provider of IT consulting, system integration and outsourcing solutions in Japan, having started operations in 1998. Japan is part of Wipro's Growth Markets portfolio and our success here has been a result of our sharp focus on select industry sectors, strong track record of successful execution and the ability to deliver integrated solutions across various technologies, skill sets and domains.

We are providing support to 40+ Japanese companies in their vision to globalize. Wipro brings its global domain expertise combined with years of local in-country knowledge to deliver solutions across IT product engineering and BPO across multiple technologies and in the emerging areas of Social Media, Mobility, Analytics and Cloud.

We have also built a Japan focused delivery framework called SHINRAI, which helps deliver complex IT transformational programs and product engineering solutions, while adhering to stringent quality norms and time lines. We have a strong local team of 150+ members in the region.

Wipro's Value Proposition for Japan - Helping customers globalize and adopt newer technologies to enhance competitiveness.

We help organizations in their globalization journey through our global expertise, collaboration and efficiency backed by a global delivery capability. Our in-depth knowledge of complex transformational projects and standardization of processes helps our customers enter new markets.

- Supporting companies in their goal of Globalization
- Enabling companies to Improve Profitability
- Delivering industry solutions across latest technology areas like Social Media, Mobility, Analytics, etc..