



RDS engineer

Job Information

Hiring Company

[Wipro](#)

Job ID

1072698

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

January 20th, 2021 00:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

- Responsible for Service ticket creation / assignment/ categorization / prioritization/ escalation/ tracking/ closure and feedback as per defined SLA in the SOW
- Receive calls/Tickets routed by L1 during the assigned period
- Follow KEDBs, resolving technical issues and follow the defined processes(SOPs/SOWs) while attempting to resolve the Incidents
- Prepare Incident MIS as per requirements
- Ownership of the ticket until support taken from L2
- Routing / chasing of tickets with other Resolver Groups
- Proactive ITSM Tool queue management
- Identifying the trend of calls / tickets and highlighting it to L2 / TL as applicable for Outage confirmation
- Creating child tickets and tagging them with Problem ticket
- Tracking resolution and updating KB
- Callback the user and confirm resolution (where ever applicable)
- Proactive ITSM queue management
- Take support from L2 for out of scope calls
- VIP call handling
- L1 authorizations – includes if a call out is required for a follow up; Outage confirmation
- Trouble shooting issues related to **Outlook** email / **MS office suite** / **WebEx** / **Jabber** / **Cisco** AnyConnect VPN, Chrome / **Safari**, IE, Firefox etc as per scope document and SOW
- Handling incidents & Service Requests using Remote tools
- Handling Technical issues of L1 and issues where L1 scope doesn't include a resolution or out of scope issues of L1
- Discuss technical and process updates with teams, contribute in technical and process updates/trainings

Required Skills

Experience: 5 – 10years

Japanese: N1 or Native level

English: Business

- Previous Helpdesk (Voice Support) experience preferred.
- Excellent telephone manner and customer service
- Experience of using call logging software.
- Knowledge of Microsoft based operating systems with emphasis on Windows
- Cisco Unity Manager (CUCM)/MDM – desired skills not mandatory
- Experience with using and troubleshooting Microsoft Office with emphasis on MS Word, MS Excel and MS PowerPoint.
- Basic understanding of PC hardware set-up and configuration.
- Basic Knowledge of Active Directory, Messaging, User Profile Administration including Remote Troubleshooting, Installation and Uninstallation of applications etc is a must.

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..