



## Field Service Engineer フィールドサービスエンジニア募集 (東京・その他地域)

### Job Information

#### Hiring Company

Wipro

#### Subsidiary

Wipro Limited

#### Job ID

1081236

#### Company Type

Large Company (more than 300 employees) - International Company

#### Job Type

Contract

#### Location

Japan

#### Salary

Negotiable, based on experience

#### Refreshed

June 18th, 2021 02:00

### General Requirements

#### Minimum Experience Level

Over 3 years

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Native

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

#### Roles & Responsibilities:

- 2-4 years of experience in Onsite support
- Knowledge and experience on windows 10 OS
- Manage Desktop Devices (hardware, software and connectivity) incidents through to resolution.
- Manage IMAC and desk side support services.
- Manage hard and soft break fix services for laptops and desktops.
- Provide standard and approved hardware and software (operating systems and standard office applications) support and maintenance on Desktop (Field Users) Devices for their entire lifecycle (including the remote management of Desktop

Devices using appropriate tools).

- Support, Manage, Optimize and Maintain the configuration and installation of the Desktop, to include, but not limited to, patch updates, hardware replacements, with spares provided by vendor.
- Experience with Service management tool – ex – Service now
- Should have good expertise on EUC tools, remote support tools, MS office and outlook.
- Preferable to have a good understanding of Lync, VPN, and mobile device support.
- Analyze Service Desk calls for Desktop Devices and incident data to identify and advise Customer of any potential user training requirement and automation.
- Ensure that each Desktop Device is installed with the appropriate Desktop image.
- Manage Desktop Devices (hardware and software) incidents through to resolution.
- Monitor security profiles and anti-virus software on all Desktop Devices and take appropriate action in the event of non-compliance with security requirements
- Provide VIP support for Desk side issues per contract and be point of contact at the site for all IT related issues if no other IT support team unavailable like for MI calls.
- Should be aware of ITIL process of Incident, Change, Problem, Service Request and related activities like spare and buffer stock management
- Good to have – knowledge in AD and smart hands and feet support.
- Good to have – knowledge and experience of supporting tablets

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## Company Description

日本はいま、グローバルでまきおこるビジネストラנסフォーメーションのただなかにあり、日本企業はこれまでの製品部門と営業部門といった機能別の切り分けや、製品／業界領域分類という傘を取り払った新しい事業構造を模索している状態にあります。

情報システムにおいても、その役割を、業務効率化・コストダウンやERPなどマネジメントの「手段」としての役割から、IoT、BIG DATA、AIをはじめとするテクノロジーありきで創造される「事業そのもの」の担い手へと変容しつつあります。

Wipro Japanは1998年に日本での事業を開始して以来、ITコンサルティング、システム・インテグレーション、IT製品全般にわたるエンジニアリングソリューションの提供、BPO（ビジネス・プロセス・アウトソーシング）、グローバルプラットフォームの構築と運営を国内企業そしてグローバル展開する日系企業の皆様に提供してまいりました。

Wipro Japanの最大の特徴は、掲げられたシステム要件に対する高い精度での実現と構築とリバイズにおけるスピード、という相反する2つの要素を兼ね備えたソリューションプロバイダーであることです。

その2つの要素を共存させる上において、Wipro Japanは「生産性」の向上を最重要な成果としています。これはライン業務におけるオペレーションの生産性といったオペレーショナルな領域のみならず、トップマネジメントの意思決定においても同様の成果をもたらすことを目指します。限られたリソースを大きくレバレッジをかけ、かつ迅速に、成果を実現するためのITの提供が根底にある思想です。

そして、これからの日本社会において、Wipro Japanは17万人を超えるWiproグローバル社員がもたらす最新かつワールドワイドな実績に基づくナレッジリソースと、新たにグループの一員となったWipro Digitalの「戦略デザイン」という新たなソリューションを携え、変革期にある日本企業のビジネスイノベーションを構想から実現までを共に歩むパートナーとして皆様と共に歩んでいきます。

**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..