



SR IT Engineer - Windows

募集職種

人材紹介会社

株式会社 JAC International

採用企業名

Global IT Company

求人ID

1457622

業種

インターネット・Webサービス

雇用形態

正社員

勤務地

大阪府

給与

600万円 ~ 800万円

更新日

2025年08月22日 03:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

流暢

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

Deliver superior customer service through professional, comprehensive, and timely communication for all Incidents and Requests for Change.

- Ensure timely response, escalation, and resolution to promote the rapid restoration of services for all incidents.
- Through review and approval, ensure methodical and successful execution of customer change requests.
- Maintain system stability through advanced troubleshooting, timely resolution of customer incidents, and proactive maintenance.
- Maintain and improve client loyalty and Net Promoter scores.
- Partner with the Account and Sales team and aid in the regular Service Reviews. Work with the Account team to build a strong client relationship and grown revenue.
- Communicating and collaborating with local and global teams.
- Pro-active and reactive performance analysis, monitoring, troubleshooting and resolution of issues.
- Provide 24x7 escalation support for associated with the Microsoft Windows platform and SQL Server environment for Japan Managed Hosting Customer.
- Dispatch to data center or customer site for on-site support if urgent situation.
- Tasks and other duties assigned by leaders.

スキル・資格

- Email and Phone based communications in both Japanese and English.
 - Reading and writing in both Japanese and English.
 - Previous Operating Systems support experience in enterprise, IT, or service provider environment.
 - Hands on experience including but not limited to:
 - Administration of Microsoft Operating Systems (2008,2012,2016,2019,2022).
 - Administration of MS patch, and validation before deploying on customers' production environment.
 - Administration of Common Windows operating system components (IIS (FTP Service), Active Directory, DNS, RDS, WSFC, Clustering etc.).
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会社説明