



## Urgent! Datacenter Managed Service Engineer (Osaka)

### 募集職種

### 採用企業名

株式会社バイオス

### 求人ID

1461867

### 業種

ハードウェア

### 雇用形態

契約

### 勤務地

大阪府

### 給与

400万円 ~ 550万円

### 更新日

2024年10月31日 05:00

### 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

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

高等学校卒

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

BiOS is looking for experienced data center engineers to join international support team servicing a global provider in Tokyo/Osaka. Fast Moving environment where you will be expected to undertake key aspects of maintenance and deployment work on Servers, network appliance, cabling and datacenter projects.

#### Responsibilities:

- Project and Request Management – process, coordinate and support tickets as per agreed service levels for both scheduled and unscheduled support request.
- Communicate and interface with suppliers, multi-cultural system administrators, clients and other groups representing the designated operation site.
- Install, move, add, and change server and other hardware in data center according to requests.
  - Hardware: e.g. troubleshooting of hardware, labeling, root cause analysis, trend analysis, break/fix, smart hands, firmware upgrades.
  - Network connectivity support: e.g. voice, network, circuit and including cable management
  - Deployment support: e.g. supervision & installation of construction work, cabling, power, rack/un-rack, server kitting, diagnostic, OS build and support
  - Media operation support: e.g. mount/un-mount medias and support Librarians.
- Asset and Capacity Management - Asset including stocks management: e.g. spare parts, cable, kits, inventory/gap analysis report

- Site logistics support: e.g. receiving, storing, shipping and disposal of equipment.
  - Maintain and monitor performance and service levels of all the support systems.
  - Ensure regular reporting to management regarding performance and service levels.
  - Attending meetings required by operation.
  - Comply and enforce internal policies, processes and standards.
  - Create, maintain updates and publish process & procedural documents.
  - Contribute to project and program activities as necessary.
  - Continuity of Business preparation and support: e.g. power-down event, COB drills, adequate staffing during staff illness/vacation.
  - Conduct necessary training of new staff.
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## スキル・資格

### Required skills:

- 3+ years' experience in troubleshooting Server/ Network hardware
- 3+ years' experience working for a data center or equivalent.
- Technical skills and excellent knowledge of server or connectivity devices hardware
- Comfortable in a hands-on role.
  - Physically able to lift 70 lbs. (30kg) with proper technique.
  - Ability to work with hands (will work with power drills, hand tools, and precision tools).
- Must flexible with shifting work schedule as needed.
- Willing to take direction and follow well defined processes and procedures.
- Can work well both as an individual and as part of a team.

### Bonus Points:

- Detail-oriented with excellent organizational skills.
- Work IDF/MDF, Telco, Fiber infrastructure (testing with tester, Power meter, Cabling/routing).
- CCNA certificate is preferred.

### Requires Languages:

English: Business level

Japanese: Business level

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## 会社説明