



IT Support Engineer 👍 独占求人

募集職種

採用企業名

smartims.com

支社・支店

SmartIMS

求人ID

1490835

業種

銀行・信託銀行・信用金庫

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 半数

雇用形態

契約

勤務地

日本

給与

350万円 ~ 450万円

更新日

2025年11月21日 10:00

応募必要条件

職務経験

3年以上

キャリアレベル

新卒・未経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 75%程度)

日本語レベル

日常会話レベル

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

- Provide end-user support, diagnose issues, and troubleshoot complex technical problems.
- Maintain IT processes, document solutions, track recurring issues, and escalate as needed.
- Support office operations, vendor management, and scheduled/on-the-spot user training.
- Cover for IT staff during travel or leave.
- Maintain, install, and troubleshoot desktops, laptops, printers, servers, and A/V equipment.
- Coordinate with vendors/manufacturers for warranty and maintenance issues.
- Support standard and web-based software applications.

- Monitor and maintain networks, servers, LAN/WAN, and wireless environments.
 - Provide remote access support for users, including mobile device connectivity and Microsoft 365 apps.
 - Set up and manage video conferences and hybrid meetings, including AV equipment and presentation PCs.
 - Provide IT support for workshops, conferences, and off-site events.
 - Maintain IT asset records, software inventory, system configurations, and network diagrams.
 - Manage office consumables and vendor records.
 - Assist in data backup and recovery aligned with disaster recovery strategies.
 - Log and resolve calls using ticketing systems (e.g., ServiceNow) and maintain SLA standards.
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スキル・資格

- Bachelor's degree in Computer Science, IT, Engineering, or related field with a minimum of 3 years' relevant experience; OR Associate's degree with at least 5 years' relevant experience.
 - Conversational skills in Japanese and English (minimum TOEIC 800 / TOEFL iBT 90 / PBT 570).
 - Experience providing on-site IT support and troubleshooting Windows 11, Microsoft 365 apps (Word, Excel, PowerPoint, Outlook, Teams, SharePoint), and web browsers (Chrome/Edge).
 - Proficiency with Apple devices (iPhone, iPad, MacOS) and supporting desktops, laptops, printers, video conferencing, and hybrid meetings (Webex/Teams).
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会社説明