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12月12日 05:00

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.

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).

会社説明