



## Microsoft Excel System Support

### 募集職種

### 人材紹介会社

ACS Japan

### 採用企業名

Global IT Consulting Company

### 求人ID

1499360

### 業種

Sier・システムインテグレーター

### 会社の種類

中小企業 (従業員300名以下) - 外資系企業

### 雇用形態

正社員

### 勤務地

東京都 23区

### 給与

経験考慮の上、応相談

### 更新日

2025年01月09日 04:00

### 応募必要条件

### 職務経験

6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

短大卒：準学士号

### 現在のビザ

日本での就労許可が必要です

### 募集要項

- Responsible for Handling Level 1 Analysis
- Allocate an issue, investigate it, find a root cause, and present the clear and correct bug report to development team
- Follow SLAs during triaging incidents from service desk.
- Create and maintain documentation such as how-to articles, troubleshooting and user guides articles for the existing knowledge base.
- Communicate with Development team / IT Support / Products team / QA team on daily basis.
- Ability to successfully troubleshoot and narrow down issues, identify root causes, and find creative solutions to effectively address customer concerns.
- Ability to manage multiple tasks with changing priorities.
- Act as a point of communication with the client side, product management team and other parties in the ecosystem.

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スキル・資格

- 5+ years' experience working in production support. Preferably providing support for internal employees at a financial company.
- Strong knowledge of Excel. Bonus if familiar with using Excel for modeling.
- Basic knowledge of Finance and Financial concepts.
- Knowledge of databases a plus.
- Strong Communication skills
- Ability to work independently and is self-sufficient.

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会社説明