URGENT! Bilingual Desktop Support Engineer

work onsite at a Global company

募集職種

採用企業名
株式会社バイオス

求人ID
1524748

業種
SIer・システムインテグレーター

会社の種類
大手企業 (300名を超える従業員数) - 外資系企業

雇用形態
契約

勤務地
東京都 23区, 千代田区

給与
400万円 ~ 500万円

勤務時間
8:00-17:00

休日・休暇
土日祝日

更新日
2025年11月18日 03:00

応募必要条件

職務経験
1年以上

キャリアレベル
中途経験者レベル

英語レベル
基礎会話レベル

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

Responsibilities include but are not limited to the following:
  Provide technical support for Windows and Mac environments.
  Provide technical support for the desktop hardware including printers, PCs, Laptops, monitors.
  Log and update support calls on the client company's case management system.
  Miscellaneous end user IT equipment requests
  Returns Termination - asset collection services

Conference room support as required
Application support and engineering (native client software packages are in scope)
Basic connectivity and network troubleshooting
Telecom phone support
In addition to these core duties, employee is expected to be proactive in interaction with members of IT Engineer Team, BiOS Inc. personnel.

スキル・資格

REQUIRED SKILLS:

  1-2 years troubleshooting experience for ios, mobile device, MiFi support, PC hardware/Software (Macbook prefered, Windows workstation; Office; Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, Office 365).
  Self-motivated, flexible, enthusiastic, very good communication skills (written and verbal)
  Can work well both as an individual and as part of a team and flexible, able to adjust to the rapid changes in business support.
  Willing to take direction and follow well defined processes and procedures.
  Able to communicate flexibly with partners & teams both local and in overseas for smooth collaborations (Better to have 1-2 years or more with collaborative experience).
  Basic knowledge of Mac experience, having actual support experience is preferable.

REQUIRED language skills: English (Business); Japanese: fluent~native level

Desired skills:

  ・Experience supporting users for remote meeting tools, i.e. slack, google, zoom, teams, skype, webex applications
  ・Experience working with regional IT teams and on support of both office /remote users, preferably in foreign enterprise companies
  ・Experience of directing, interfacing vendors or internal teams at international team environment(Both in Japanese and English).
  ・Audio video conference room related support & attendant experience (Google Meet, Zoom or related tools i.e. Cisco Tandberg, crestron touch pannel controller, room monitors, lightings etc..)

会社説明