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![Computacenter]

IT Support Engineer [Computacenter] [Renewable Energy Client

募集職種

採用企業名
Computacenter Japan 株式会社

求人ID
1543222

業種
ITコンサルティング

会社の種類
外資系企業

雇用形態
その他

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2025年09月01日 02:00

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
流暢

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

Computacenter is seeking a skilled and motivated IT Support Engineer to join our onsite role at our Renewable energy client. The ideal candidate will have at least 4 years of experience in desktop support.

Key Responsibilities:

- Work closely with business stakeholders and overseas IT teams to provide IT services
- Provide End User Support
- Design, deploy, monitor, troubleshoot and improve IT Infrastructure (especially Desktop PC, IP Phones)
- IT Asset management
- Reporting
- Creating documentation (aimed at End-Users & aimed at IT)
- PC/Monitor setup for new joiners
- Desktop Support of PCs/Laptops/Tablets/Corporate mobile phones
- Rack and stack of network equipment (as needed)
- Basic configuration/troubleshooting of network equipment (Smart Hands support)

- Obtaining quotations for IT equipment including peripherals
- IT Equipment Disposal
- Communication Tools support including Video conferencing support, IP Phones
- Monthly system health check
- Maintenance of Server room environment
- Support for Office Move/Extensions
- Planned or Emergency Onsite assistance
- Install new, dispose old, and configures operating systems (Windows, IOS), software applications (Microsoft Office), utilities and service packs based on end user needs.
- Perform software and hardware upgrades, routine maintenance, and monitoring. This include both client equipment like desktop, laptop, mobile devices if any
- Tests new software operating systems, upgrades and applications prior to implementing into production
- May train users in use of equipment and software.
- May participate in projects as a project team member.
- Update ticketing system in a timely manner.

Work Location:
Based out of at our client location which is in central Tokyo.

スキル・資格

Requirements:

- Minimum of 4 years of experience in desktop support and network support.
- Experience working with an incident ticketing management system.
- Bilingual proficiency in English and Japanese (business level, JLPT N2 or higher).
- Strong technical skills and knowledge of desktop support processes and Infra side too.

Preferred Qualifications:

- Excellent problem-solving skills with the ability to work independently.
- Experience working with overseas IT teams.
- Strong communication and interpersonal skills.
- Ability to thrive in a fast-paced and dynamic environment.
- IT certifications such as CompTIA A+, CCNA are a plus.

Language Skills:

- Must be bilingual with minimum JLPT N2 level reading/writing/speaking skills.

会社説明