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茨城県でデスクサイドサポートのお仕事/Deskside Support Engineer in Ibaraki

Working in Ibaraki

募集職種

採用企業名
インターソフト株式会社

求人ID
1545730

業種
ITコンサルティング

会社の種類
外資系企業

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
茨城県, 下妻市

給与
350万円 ~ 500万円

更新日
2025年07月17日 02:00

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
流暢 (英語使用比率: 25%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 on-site and remote technical support to end-users for hardware, software, and network issues.

- Install, configure, and maintain desktop/laptop computers, printers, mobile devices, and other peripherals.

- Troubleshoot and resolve incidents related to operating systems (Windows/Mac), applications (MS Office, browsers, etc.), and basic network connectivity.

- Manage user accounts, permissions, and access in Active Directory and other systems.

- Escalate unresolved issues to higher-level support teams as necessary.

- Document issues, resolutions, and procedures using the ticketing system (e.g., ServiceNow, JIRA).

- Coordinate with vendors for hardware replacements or warranty claims.

- Support video conferencing systems and AV equipment as needed.

- Ensure compliance with company IT policies and procedures.

スキル・資格

Technical Skills:

- Proven experience as a Deskside Support Engineer or similar role.

- Strong knowledge of Windows 10/11, Mac OS, Microsoft Office 365, and common enterprise applications.

- Familiarity with Active Directory, user provisioning, and basic networking (LAN, VPN, DNS, DHCP).

- Hands-on experience with hardware troubleshooting and replacement.

- Experience with remote support tools and ticketing systems.

Soft Skills:

- Excellent communication and interpersonal skills.

- Ability to work independently and manage multiple tasks effectively.

- Strong problem-solving and analytical abilities.

- Customer-oriented mindset with a proactive attitude.

Qualifications:

- Bachelor's degree in IT, Computer Science, or a related field (preferred).

- Relevant certifications such as CompTIA A+, Microsoft Certified: Modern Desktop Administrator Associate, or ITIL Foundation (a plus).

Experience:

- Minimum 2–4 years of relevant IT support experience in a corporate environment.

会社説明