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randstad professionals

EN&JP IT Support Specialist@ leading asset management firm

募集職種

派遣会社
ランスタッド株式会社　プロフェッショナル事業本部

求人ID
1553577

業種
アセットマネジメント

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
紹介予定派遣

勤務地
東京都 23区

給与
700万円 ~ 1000万円

更新日
2025年07月31日 14:39

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
ビジネス会話レベル

最終学歴
専門学校卒

現在のビザ
日本での就労許可が必要です

募集要項

This position will play a key role in maintaining the smooth operation of internal IT systems by delivering fast, accurate, and proactive technical support. The specialist will utilize dashboards, alerts, reports, and ticketing systems to analyze, diagnose, and resolve technical issues ranging from simple to moderately complex. Unresolved issues will be escalated to senior team members, while continuous improvement of knowledge and troubleshooting processes will be encouraged to enhance service efficiency.

Responsibilities:

- Clearly and effectively communicate technical issues and resolutions to end users, including training on hardware and software usage when necessary
- Handle mid-level incident and service request operations, including device setup, configuration, and operational support
- Resolve more complex technical issues through phone or in-person support, including escalated cases from Level 1 support teams
- Create and update support tickets, maintain accurate records, and reference internal knowledge base articles to

ensure detailed documentation
- Draft and maintain SOPs, end-user guides, and technical knowledge base content
- Leverage automation tools to resolve issues efficiently and collaborate with senior members to propose and implement automation solutions
- Manage IT equipment in line with asset management policies, including tracking, maintenance, and disposal
- Participate in internal IT projects, ensuring collaboration, transparency, and deliverable tracking
- Provide AV and meeting support as needed
- Collaborate with Smart Hands technicians to provide remote technical support to locations without onsite staff
- Support virtual and in-person business events from a technology standpoint
- Actively participate in team meetings and training sessions, and stay up to date on technology trends and support best practices

スキル・資格

- Experience in setting up, configuring, and troubleshooting various operating systems, including Windows, macOS, mobile devices, and tablets
- Proficiency with tools such as remote desktop support software, diagnostic tools, ITSM platforms, and automation systems
- Basic to intermediate understanding of cybersecurity concepts, including antivirus, firewalls, and encryption
- Strong collaboration skills, with sound judgment in escalation and the ability to prioritize tasks in a dynamic environment
- Commitment to continuous improvement through training, knowledge base usage, and awareness of industry developments
- Customer-first mindset with a strong sense of service quality and professionalism

会社説明