



## 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12月18日 04:00

### 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

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
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## 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
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## 会社説明