

# User Support Engineer (IT Asset Management Provisioning)

Work at a fortune 500 CRM company

### 募集職種

#### 採用企業名

株式会社バイオス

#### 求人ID

1557476

### 部署名

User Support

### 業種

ITコンサルティング

#### 雇用形態

契約

### 勤務地

東京都 23区

#### 給与

経験考慮の上、応相談

# 勤務時間

Mon-Fri 9:00-18:00

## 休日・休暇

Sat/Sun/National holidays

### 更新日

2025年11月28日 11:00

## 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

ビジネス会話レベル

## 日本語レベル

ネイティブ

### 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:

- 1. Unpacking and documenting all IT equipment (PCs/iPhones), including disposal of boxes and packaging materials.
- 2. Asset registration and management via the ticketing system.

- 3. Collecting serial numbers of disposed devices and maintaining corresponding records.
- 4. Coordinating PC repair requests, including obtaining estimates by phone from manufacturers,

recording in the ticketing system, and working with overseas teams to obtain Purchase Orders (POs).

- 5. Assisting with any on-site physical tasks as needed.
- 6. Understanding the entire deployment process of client PCs and providing instructions and advice to related partners.
- · 6-1. Coordinating with relevant teams to ensure new employees receive their PCs before their start date.
- · 6-2. Planning and managing PC swap (replacement) programs.
- · 6-3. If partners are unable to supply devices, preparing and shipping PCs directly.
- 7. Inspecting returned PCs and updating data in the ticketing system.
- 8. Managing repair PCs and arranging manufacturer repairs via phone.
- 9. Collecting and disposing of PCs that have reached End of Life (EOL), including data wiping in accordance

with global standards.

- 10. Supporting quarterly audit activities.
- 11. Replenishing, managing, and ordering items for office IT vending machines.
- 12. Daily coordination and communication with the Singapore team regarding above processes 1-6.

\*In addition to these core duties, employee is expected to be proactive in interaction with members of the Team, BiOS Inc. personnel

### スキル・資格

- 1-2 years of Practical experience and basic knowledge in using macOS (MacBook) devices, along with IT asset management experience.
- Basic knowledge of and experience with Linux shell commands.
- · Proven experience in coordinating vendors or internal teams within an international team environment.
- Strong initiative, adaptability, and enthusiasm, with excellent written and verbal communication skills in both Japanese and English, for dealing with local and international clients.
- A proactive attitude with the ability to work independently as well as collaboratively, take instructions willingly, and strictly follow clearly defined procedures and processes.
- Basic understanding of ticketing systems or similar tools.
- Comfortable working with Excel (not intimidated or reluctant to use it)

#### **Desired Skills:**

## **Requires Languages:**

English: Business preferred

Japanese: Native

#### **Work Hours:**

Mon-Fri 9:00-18:00 (Holiday Sat/Sun/National holidays)

\*Core working hours may vary in accordance with onsite operations.

### Base Salary range:

 $\sim$ 395,000JPY/ month (Based on skillsets & experience)

会社説明