



Deskside Support Engineer - Global Financial Firm

Varied tech & business environments

募集職種

採用企業名

エイラシステム株式会社

支社・支店

EIRE Systems K.K. / エイラ システム 株式会社

求人ID

1563014

部署名

On-site IT Support Services Group

業種

証券

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 半数

雇用形態

契約

勤務地

東京都 23区, 中央区

最寄駅

丸の内線、 大手町駅

給与

500万円 ~ 650万円

更新日

2025年12月25日 15:00

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 (英語使用比率: 50%程度)

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

As a member of the Desk-side Services team, you will need to work with support teams and other IT departments within the

firm on various troubleshooting and customer requests.

This role entails a challenging mix of troubleshooting & consultation to our end users whilst also planning and executing on a variety of projects and improvements along the way.

Our "Value Add" is our customer-focused mindset; delivering a Superior Customer Service Experience is at the core of the decisions we make and solutions we provide.

Workplace

Location: Otemachi, Tokyo (Full-time Onsite)

Business domain: Global Finance/Securities Company
(Investment Banking, Global Capital Market, Research, Investment Management, and Firm Management divisions in Japan)

What You'll Do:

- Troubleshooting issues escalated from IT Helpdesk
- Provide on-site technical support for desktop PCs – both software and hardware
- Physically set up computers and software system installation
- Support Market Data and in-house developed applications
- Perform basic hardware moves and changes
- Record and manage all incidents and requests in ticket-tracking system
- Ensure timely resolution of issues by acquiring necessary information to best measure impact to the end users
- Proactively inform management of trends, significant problems and expected delays
- Provide other IT-related support as required by the business (Holiday, off-hour and BCP Support)
- Test applications as required by the business before rollout
- Documentation of products and processes

Support Coverage:

- Monday to Friday, 8 working hours/day shift (including 1 hour lunch) between 08:30 to 19:00 based on shift roster determined weekly
- Very occasional non-office hours (evening & weekend) over time work requires

スキル・資格

Required:

- English language: Advanced Level - Strong verbal, written, listening communication experience
- Japanese language: Intermediate Level Business Communication skills
- 2 to 5 years of IT support experience
- Good Working knowledge and IT experience supporting Microsoft Windows configuration, Desktop Administration, Microsoft Office Suite
- Solid understanding of Intel based PC hardware/peripherals
- Analytical and problem-solving skills
- Team player and the ability to collaborate
- Ability to work independently and drive innovation
- Ability to make decisions following approved procedures in a fast-paced environment
- Multitask and ability to prioritize tasks
- Project execution exposure

Highly Advantageous to have:

- Experience in the financial services domain, including market data application support
- Japanese language: Advanced Level - Strong verbal, written, listening communication experience
- Good fundamental understanding of network and server infrastructure

会社説明