

# 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11月17日 00:00

## 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