OIKO TECHNO

Digital Concierge

募集職種

採用企業名
オイコテクノジャパン株式会社

求人ID
1572045

業種
ITコンサルティング

会社の種類
中小企業 (従業員300名以下) - 外資系企業

雇用形態
正社員

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年01月29日 00:00

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
ネイティブ

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

Service Lines/Domain/Foundation: Technology Foundation
Work Level: N/A
Reports to: Deployment Team Regional Leads
Scope: Local
Location: BG Market Locations

Purpose of Role
The purpose of the Tech Foundation 'Digital Concierge' is, to ensure Tech Foundation global processes and services are effective and business users are supported in the Key BG led markets. This support would consist of signposting users to correct global processes, alerting them to how to make use of,for example UNA and any additional support services and intervening as necessary to ensure quick resolution. This person would be an expert in Tech Foundation Services and understand the global processes and services. They will actively look to drive harmonisation and synergies across markets, removing unrequired localisations, inefficiencies and duplications. The intention of this role is to ensure that the BG led markets unlock value from existing global processes.

Main Areas of Responsibility
On Site Support

- Support Tech Foundation where Printing & Meeting room issues are present at site – Sign posting & escorting 3rdparty engineer to relevant printer.
- Support Tech Foundation teams to triage and identify known issues on ground –
Guided by Central teams who will provide steps to support recovery for local issues.(Networks & Servers).
- Supporting 3rd party for Townhall streaming to set up environment and network connectivity.
- Supporting central Tech Foundation teams in any global hardware refreshes.
- Providing laptop support and guiding end users to ensure global SLA's are met.

Sign Posting:

- Guiding users to correct Global Tech Foundation processes to obtain:
o Mobiles – Guiding on correct policy/Process.
o Laptops/iPad – Guiding on correct policy/Process.
o How to use UNA to obtain relevant knowledge articles to perform required tasks.
o How to use additional support services (IHD, vBSC)

Unlock Value:

- Be eyes and ears on ground to ensure business are not adopting local variations where central processes are present.
- Reviewing where local contracts are present and working to remove those and fold into existing Tech Foundationcentral contacts

Issue Resolution and Escalation:

- Sign post where to raise issues via Integrated Help Desk and relevant escalation paths.
- Be the point of escalation when support via the global teams is not adhering to global SLA's.

Customer Satisfaction:

- Monitor customer satisfaction for Tech Foundationprocesses and tooling and feedback into relevant service owners any required corrective actions.
- Provide an enhanced user experience for Tech Foundationprocesses.

スキル・資格

Experience & Qualifications
Required:

- Strong functional Tech Foundation Services knowledge.
- Experience in working with Global Virtual Teams.
- Strong customer service, interpersonal and communication skills.

Skills & Leadership Behaviours
Skills:

- Problem Solving
- Business Acumen
- Collaboration
- Stakeholder Management
- Change Management
- IT Service Management
- User Experience
- Risk Management
- Project Management
- Influencing

Leadership Skills:

- Consumer Love – Brings the voice of the consumer into everything we do.
- Business Acumen – Creates opportunities for profitable growth through the core and beyond.

会社説明