L1/ Technical Support Engineer

募集職種

人材紹介会社
JP東京・アンド・カンパニー株式会社

求人ID
1577882

業種
その他

雇用形態
契約

勤務地
東京都 23区

給与
300万円 ~ 650万円

更新日
2026年11月06日 02:00

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
日常会話レベル

日本語レベル
ビジネス会話レベル

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可が必要です

募集要項

L1 / Bilingual Technical Support Engineer

Japanese Language: N2/N3

Project Start Date: May 2026

Work Location: NEC BPO Office Tokyo/WFH

Working Hours: 24x7

Monitoring & L1 Support

- Act as a Single Point of Contact (SPOC) for L1 monitoring and support activities across AWS-hosted environments.
- Perform 24/7 monitoring using approved monitoring and SIEM tools.
- Work on alert triaging, notification updates, and security incidents based on severity and business impact.
- Monitor health, availability, and utilization of AWS EC2, Windows OS, and basic network-related issues.

AWS & Windows EC2 Operations

- Perform Windows/OS updates on servers on AWS EC2 instances as per approved change requests, SOPs, and maintenance schedules.
- Monitor and troubleshoot basic Windows OS performance issues (CPU, Memory, Application availability).
- Perform routine patch management for Windows OS upgrades and OS hardening activities.
- Monitor AWS cloud infrastructure including EC2 instances, snapshots, and storage volumes.

Security & Compliance Operations

- Monitor and review security, compliance, and access control policies defined by the customer and organization.
- Log analysis and event correlation using monitoring tools.
- Assist in vulnerability assessment activities.

Support & Incident Management

- Coordinate with L2/L3 technical teams for escalations.
- Perform basic troubleshooting using AWS/Windows servers and change-related tasks in the ticketing system.
- Document incident details, actions taken, resolutions, and share updates with stakeholders.
- Participate in daily operations calls and share monitoring dashboards.
- Resolve basic issues related to AWS cloud services with clear incident notes, logs, and troubleshooting details.
- Work on ticketing tools such as ServiceNow or customer-approved platforms.

AWS Operations (Basic)

- Monitor AWS cloud services, especially EC2, security groups, and snapshot/AMIs.
- Monitor resources such as alarms, logs, CPU usage, and network.
- Create IAM users and assign roles with approved permissions.
- Perform basic S3 management activities.
- Work on ticket creation, triaging, and updating stakeholders.
- Incident lifecycle management including communication lifecycle (ITIL aligned).

Prerequisites

- AWS Cloud Monitoring and Alerts
- Basic Windows Server Monitoring
- Good communication skills in English & Japanese (N2/N3)
- Basic networking knowledge
- Experience in Cloud / IT Helpdesk / Technical Support or related fields

会社説明