



Service Desk Analyst

募集職種

採用企業名

smartims.com

求人ID

1579480

部署名

HR

業種

ITコンサルティング

雇用形態

正社員

勤務地

その他東京

給与

600万円 ~ 経験考慮の上、応相談

更新日

2026年04月02日 16:00

応募必要条件

職務経験

1年以上

キャリアレベル

新卒・未経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

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

Key Experiences And Skills Required:

overall experience in **IT troubleshooting** – IT helpdesk or service desk

Mandatory Skills: TIS (Service Desk Technology Infrastructure service)

Experience: 1-3 Years .

Responsibilities:

- Handle **calls, emails, & Web tickets** (daily)
- Address **technical queries** and fix or log them appropriately accurately
- **Escalate queries** when required to appropriate personnel
- Identify **trend of calls / tickets** and highlight it to **Incident Manager (IM)/L1.5 TL SDM** as appropriate (Outage

- confirmation)
 - Log tickets in **Service Now (SNOW)** as per policies assigned according to the policies & procedures
 - Ensure **Follow up mechanism** is in place targeting customer's issue resolution in an optimized manner enhancing **Customer Delight**
 - Ensure consistent **productivity and quality of service**
 - Meet **SLAs and individual KPIs**
 - Assist **Operation Support System (OSS)** with problem determination & handle any **Severity 1 & 2's** appropriately
 - Should manifest **flexibility** to support operational requirements
 - Maintain highest level of **ethical work standards** and be compliant with **Organization & Project policies & procedures**
 - **Shift timing is 9 hours** which includes **one hour break**
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会社説明