



Understanding People

## IT Support Specialist

Fortune 500 company

## 募集職種

人材紹介会社

スペシャライズドグループ株式会社

求人ID

1602209

業種

アセットマネジメント

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 少数

雇用形態

正社員

勤務地

東京都 23区

給与

550万円 ~ 900万円

ボーナス

固定給+ボーナス

更新日

2026年07月24日 06:00

## 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

日常会話レベル (英語使用比率: 25%程度)

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

To efficiently and effectively resolve all support calls related to advanced software and hardware, installation, and maintenance, while demonstrating superior technical expertise and delivering excellent customer service. Additionally, maintain all relevant procedures and documentation, proactively identify recurring patterns, and implement long-term corrective actions.

Primary Duties/Responsibilities:

Customer Experience and Support

- Serve as a dedicated resource in advanced technology customer experience, including Level 2 & 3 “White Glove” service, collaboration solutions (Microsoft Teams), service desk software, and inventory management (ServiceNow), as well as network and data center activities as needed.
- Respond promptly and effectively to calls regarding any software and hardware queries or issues within Invesco's responsibility, always delivering excellent service to all clients.
- Act as the primary support person for Audio Visual/Media systems throughout the site, including meeting rooms, conference spaces, and common areas, supporting events and meetings activities.
- Investigate faults related to desktop applications and configurations, identifying and implementing appropriate solutions.
- Complete software/hardware installations, upgrades, ad-hoc project activities, moves, and rollouts as requested, ensuring satisfaction for all parties involved. This includes patching and first-line telephony responsibilities.

#### Resource Management and System Improvement

- Maintain a central library for applications under the Infra CX group's responsibility, including reference manuals, installation guides, and more.
- Keep hardware inventories, application profiles, procedure databases, and the technology knowledge center up-to-date and current.
- Manage calls, including logging, taking ownership, updating, and closing calls correctly using appropriate categories and escalating when necessary.
- Analyze calls, proactively monitoring and investigating statistics to identify recurring problems for root cause analysis.
- Identify improvements within Technology infrastructure, leading and/or assisting with streamlining, simplifying, and improving system efficiencies through technology, lateral thinking, and creativity.

#### Mentorship and Collaboration

- Act as the lead coordinator for all desktop inquiries related to assigned project activities when advised.
- Collaborate across Tech Infrastructure teams, both Run and Build, to solve current state issues and plan for future states.
- Collaborate with other Technology teams to deliver world-class services from a Technology Infrastructure standpoint.

#### Other Responsibilities

- Continuously improve working practices to ensure team success as measured by efficient and effective metrics.
- Work closely with the site lead and team for scheduling and prioritizing tasks.
- Provide intelligent hands-on support for all areas of the Infrastructure Services Group when requested.

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## 会社説明