


# IT Service Desk Associate

## 募集職種

**人材紹介会社**
株式会社ネックサス

**求人ID**
1612671

**業種**
医薬品

**会社の種類**
外資系企業

**雇用形態**
契約

**勤務地**
東京都 23区

**給与**
450万円 ~ 600万円

**休日・休暇**
Weekends & All Public Holidays

**更新日**
2026年11月09日 04:00

## 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 (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**
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

Role Overview

We are looking for a Service Desk Associate to provide technical support and ensure effective management of user incidents, service requests, and related IT support activities. The role will be responsible for troubleshooting technical issues, maintaining service levels, coordinating escalations, and ensuring a high level of customer satisfaction.

**Key Responsibilities:**

- Assess, diagnose, troubleshoot, and resolve or appropriately escalate technical issues involving hardware, software, and network-related problems.
- Develop, maintain, and enforce Standard Operating Procedures (SOPs) and troubleshooting guidelines.
- Provide professional and customer-focused support when addressing business and technical queries from end users.

- Ensure all troubleshooting activities, actions, and resolutions are accurately documented in the ticketing system for reporting and record-keeping purposes.
- Prioritize and manage tickets to ensure compliance with SLAs, resolution targets, and service delivery standards.
- Collaborate with internal IT teams, vendors, and third-party service providers to improve service delivery and resolve escalated issues.
- Communicate effectively with end users regarding ticket status, progress, updates, and escalations.
- Coordinate with Knowledge Managers, Escalation Managers, and Incident Managers to ensure effective alignment and incident/service management.
- Implement and maintain performance reporting for SLAs and KPIs, ensuring adherence to agreed service levels.
- Review and follow up on ticket-based Customer Satisfaction (CSAT) feedback within the delivery center.
- Review ticket ageing and conduct pending-ticket analysis in coordination with the Team Lead to identify and address outstanding issues.

## スキル・資格

- **Japanese language proficiency at JLPT N2 level or equivalent.**
- Proficiency with IT service desk/ticketing systems and remote support tools.
- Working knowledge of the ITIL framework and service management principles.
- Strong communication skills, with the ability to explain technical issues and solutions clearly to non-technical users.
- Strong organizational skills and the ability to prioritize and manage multiple tasks in a fast-paced environment.
- Ability to work effectively with internal teams, vendors, and third-party service providers.
- Flexibility to work extended shifts when required.
- Strong customer service mindset and professional communication skills.

## 会社説明