



IT Service Desk Associate

募集職種

人材紹介会社

株式会社ネックス

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09月28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 (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.
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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.
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会社説明