PTS Japan - Bridge People and World -

Data Center Onsite Support Engineer | Ome, Tokyo

Support network & users at a global DC

募集職種

採用企業名
株式会社ピーティーエス・ジャパン

求人ID
1616569

業種
通信・キャリア

会社の種類
中小企業 (従業員300名以下)

外国人の割合
外国人 半数

雇用形態
契約

勤務地
その他東京

給与
550万円 ~ 750万円

勤務時間
8 hours/day, 40 hours/week (per client site schedule)

休日・休暇
Weekends, national holidays, year-end/New Year holidays

更新日
2026年11月20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
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
高等学校卒

現在のビザ
日本での就労許可が必要です

募集要項

[Position Overview]
We are looking for Onsite Support Engineers to work at the Japan sites of a leading global data center operator, supporting both network/infrastructure equipment and end-user IT environments.

Positions are open at three sites: Ome (Tokyo), Inzai (Chiba), and Osaka. Please let us know your preferred location.

Working closely with overseas L3 engineers and vendors in English, you will act as the onsite "remote hands," handling everything from first-level incident response to day-to-day maintenance.

[Responsibilities]
■ Data Center / Network
- Respond to network monitoring alerts (e.g., SolarWinds) and perform initial triage
- Check switch and port status; trace, patch, and label cabling
- Perform physical checks of power redundancy; maintain rack, cabling, port, and asset records
- Perform device reboots, cable changes, and replacements according to procedures
- Provide onsite support to L3 engineers and vendors; collect logs and packet captures
- Apply monthly and ad hoc patches

■ End-User Support
- Set up, maintain, and troubleshoot PCs, mobile devices, printers, and peripherals (managed via Intune)
- Create, modify, and delete user accounts; manage access rights and security groups
- Arrange procurement of PCs and mobile devices; manage inventory, assets, and disposal
- Troubleshoot Wi-Fi and wired network connectivity

■ Operations / Improvement
- Create and manage tickets in the ITSM tool
- Perform root cause analysis and permanent fixes (following change management processes)
- Perform daily health checks and regular maintenance such as firmware updates
- Create and update technical documentation and procedures

[Why Join Us]
- Gain hands-on experience in both network and end-user support at a world-class data center operator
- Use English in your daily work with overseas engineers (approx. 50% English)
- Long-term project of approximately one year

This position is based at the client's data center in Ome, Tokyo. We are hiring two engineers for this site.

スキル・資格

[Required]
- 3+ years of onsite IT field support experience (L2 level)
- Experience managing tickets in an ITSM tool
- Basic knowledge of network equipment (switches, routers, Wi-Fi) and experience with first-level troubleshooting
- Experience supporting PCs and mobile devices
- Business-level English (for collaboration with overseas engineers)
- Fluent Japanese
- Valid work authorization in Japan

[Preferred]
- Experience working in a data center
- Experience with monitoring tools such as SolarWinds
- Experience administering Intune and Microsoft 365
- Certifications such as CCNA, CompTIA Network+, or A+

会社説明