CareerCross

EIRE
www.eiresystems.com

Field Services Engineer / Technical Customer Support

Customer facing Desktop/Network Support

募集職種

採用企業名
エイラシステム株式会社

求人ID
270303

部署名
IT support

業種
その他（金融）

会社の種類
外資系企業

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
東京都 23区, 千代田区

最寄駅
山手線駅

給与
経験考慮の上、応相談

更新日
2024年05月14日 10:00

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
流暢

最終学歴
専門学校卒

現在のビザ
日本での就労許可が必要です

募集要項

EIRE Systems is looking to hire a Japanese and English speaking Technical Support Engineer with a passion for providing outstanding customer service and the desire to learn and develop technical skills.

As a Field Service Engineer, you will work as part of a team supporting financial industry customers in and around the Tokyo area.

In this highly interactive Technical Support role you will utilize your Japanese/English communication skills, while working with and supporting industry leading technology tools within a dynamic fast-paced international environment.

We are looking for a candidate who has a desire to learn and develop their technical knowledge and who are flexible to perform technical support tasks at various office and data center sites across the central Tokyo area.

You'll be given the opportunity to gain invaluable technical and customer service experience. You'll work with a fun, like-minded team in a very multi-cultural setting and gain exposure to many great new technologies used by the finance / banking industry.

Job Description:

- Installing and servicing PC hardware and related equipment at customer sites
- Solving customers' software and basic networking / connectivity problems by phone and though on-site visits to the customer site, as required.
- Training/educating customers about how they can better utilize the technology
- Arranging delivery and removal of equipment, including related coordination and administrative tasks
- Providing outstanding service to corporate enterprise customers

Location:

The candidate will work in the central Tokyo area. Candidates should be based in Japan and available for interview at short notice.

スキル・資格

- Some experience supporting Windows computers, ideally in a business environment
- A customer service oriented background with experience solving customer technology problems face-to-face, over the phone or via remote access tools.
- Confident customer-facing inter-personal communication skills, plus professional written and verbal skills in both Japanese and English
- A positive attitude and commitment to offering excellent customer service
- Knowledge for setting up network hardware or basic understanding of network circuits (nice to have)

会社説明

EIRE Systems provides professional IT, consulting and project management services to its clients who rank among the world's most prominent commercial banks and security houses.

EIRE Systems is focused on designing and implementing network solutions to suit client specifications and time frames. We provide market data implementation and optimization, server and desktop rollouts, IT consulting services, project management for relocating and upgrading infrastructure, disaster recovery methodologies and implementation.

EIRE Systems have branch offices in Tokyo, Hong Kong, Singapore and Shanghai.