



RDS engineer

募集職種

採用企業名

ウィプロ

求人ID

1072698

勤務形態

契約

勤務地

東京都 23区

給与

経験考慮の上、応相談

更新日

2020年11月25日 00:00

応募必要条件

職務経験

6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

ネイティブ

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

- Responsible for Service ticket creation / assignment/ categorization / prioritization/ escalation/ tracking/ closure and feedback as per defined SLA in the SOW
- Receive calls/Tickets routed by L1 during the assigned period
- Follow KEDBs, resolving technical issues and follow the defined processes(SOPs/SOWs) while attempting to resolve the Incidents
- Prepare Incident MIS as per requirements
- Ownership of the ticket until support taken from L2
- Routing / chasing of tickets with other Resolver Groups
- Proactive ITSM Tool queue management
- Identifying the trend of calls / tickets and highlighting it to L2 / TL as applicable for Outage confirmation
- Creating child tickets and tagging them with Problem ticket
- Tracking resolution and updating KB
- Callback the user and confirm resolution (where ever applicable)
- Proactive ITSM queue management
- Take support from L2 for out of scope calls
- VIP call handling
- L1 authorizations – includes if a call out is required for a follow up; Outage confirmation
- Trouble shooting issues related to **Outlook** email / **MS office suite** / **WebEx** / **Jabber** / **Cisco** AnyConnect VPN, Chrome / **Safari**, IE, Firefox etc as per scope document and SOW
- Handling incidents & Service Requests using Remote tools
- Handling Technical issues of L1 and issues where L1 scope doesn't include a resolution or out of scope issues of L1
- Discuss technical and process updates with teams, contribute in technical and process updates/trainings

スキル・資格

Experience: 5 – 10years

Japanese: N1 or Native level

English: Business

- Previous Helpdesk (Voice Support) experience preferred.
- Excellent telephone manner and customer service
- Experience of using call logging software.
- Knowledge of Microsoft based operating systems with emphasis on Windows
- Cisco Unity Manager (CUCM)/MDM – desired skills not mandatory
- Experience with using and troubleshooting Microsoft Office with emphasis on MS Word, MS Excel and MS PowerPoint.
- Basic understanding of PC hardware set-up and configuration.
- Basic Knowledge of Active Directory, Messaging, User Profile Administration including Remote Troubleshooting, Installation and Uninstallation of applications etc is a must.

会社説明

Wipro has been a leading provider of IT consulting, system integration and outsourcing solutions in Japan, having started operations in 1998. Japan is part of Wipro's Growth Markets portfolio and our success here has been a result of our sharp focus on select industry sectors, strong track record of successful execution and the ability to deliver integrated solutions across various technologies, skill sets and domains.

We are providing support to 40+ Japanese companies in their vision to globalize. Wipro brings its global domain expertise combined with years of local in-country knowledge to deliver solutions across IT product engineering and BPO across multiple technologies and in the emerging areas of Social Media, Mobility, Analytics and Cloud.

We have also built a Japan focused delivery framework called SHINRAI, which helps deliver complex IT transformational programs and product engineering solutions, while adhering to stringent quality norms and time lines. We have a strong local team of 150+ members in the region.

Wipro's Value Proposition for Japan - Helping customers globalize and adopt newer technologies to enhance competitiveness.

We help organizations in their globalization journey through our global expertise, collaboration and efficiency backed by a global delivery capability. Our in-depth knowledge of complex transformational projects and standardization of processes helps our customers enter new markets.

- Supporting companies in their goal of Globalization
- Enabling companies to Improve Profitability
- Delivering industry solutions across latest technology areas like Social Media, Mobility, Analytics, etc..