



## Help Desk

### Help Desk, Global Data Center Company

#### 募集職種

アウトソーサー

[Huxley Associates](#)

採用企業名

A leading Data Center Company in Tokyo

求人ID

834253

会社の種類

大手企業 (300名を超える従業員数)

勤務形態

契約

勤務地

東京都 23区, 江東区

給与

400万円 ~ 500万円

ボーナス

給与: ボーナス込み

更新日

2019年01月08日 13:13

#### 応募必要条件

職務経験

1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: 75%程度)

日本語レベル

ビジネス会話レベル

最終学歴

短大卒: 準学士号

現在のビザ

日本での就労許可が必要です

#### 募集要項

##### **JOB RESPONSIBILITIES:**

- Receive and log support calls. Works with customer to assign initial severity level to the problem and initiates the case resolution workflow
- Perform first level problem determination to identify and isolate failure point including hardware, network, application, training and / or documentation
- Work as part of a high performance support team to ensure that system enhancements and defect corrections work properly and meet the user's requirements
- Resolve product support questions, issues, and failures
- Maintain strong adherence to Service Level Agreements

- Review and update knowledge base and technical support documentation to reflect current technical information on product
  - Work independently with minimal direct supervision
  - Ability to adjust to multiple demands, shifting work priorities, adversity and change
  - Ability to complete the assignment on schedule
  - Support organizational metrics to indicate individual and departmental performance to requirements.
  - Other duties and special projects as assigned.
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## スキル・資格

### **JOB QUALIFICATION:**

#### **Work History:**

- Minimum of 1 year of successful technical support/call center experience.
- IT Infrastructure experience, good to have.

#### **Required Skills**

- Fluency in Japanese and English (writing, reading and speaking)
  - Experience in a fast-paced environment, need good time management, solid communication skills, and quick response
  - Excellent organizational, and support case management skills
  - Strong understanding of Customer Support and Call Center Best Practices
  - Hands-on experience providing end-user support in a high availability, mission critical support operation. Managed Services Support experience is a plus
  - Excellent communications skills and the ability to communicate effectively at all levels both within and outside the organization
  - Ability to interface with external contacts while favorably representing Jibe in the marketplace
  - Strong knowledge of standard hardware & software configurations, Storage and Computing preferred
  - Successful communicator at all levels using all media, with excellent interpersonal skills.
  - Demonstrates skill, knowledge and understanding of company, products, job duties, and appropriate work methods.
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## 会社説明

Founded in 1995, Huxley Banking and Financial Services is an international recruitment agency.

Our extensive global connections, including over 350 consultants based worldwide, enable us to work strategically to develop and deliver bespoke solutions designed to meet your specific recruitment needs, wherever you are in the world.

From our office in Tokyo we provide staffing solutions to the Banking & Financial Services industry. Our clients vary from local to global based organizations in Banking, Insurance, Financial Technology Companies, Financial Consultancies, Financial Software Vendors and Financial Services organisations.

We offer a variety of solutions including permanent recruitment, contingency & retained search, executive search, talent management consultancy, contract recruitment & payroll services, outsource projects & project based processes and end to end managed agency.

Our network is aligned to the functions within our clients' organisation from experienced professionals to C level positions:

- Technology
- Quantitative Research & Analytics
- Risk Management
- Regulatory & Compliance
- Middle Office
- Finance
- Product Managers & Program Managers
- Project Management & Business Analysis