



User Support Engineer - Insurance ユーザーサポートエンジニア

World Leading Insurance Company

募集職種

人材紹介会社

アヘッド コンサルティング & マネージド サービス株式会社

求人ID

933916

勤務形態

契約

勤務地

東京都 23区

給与

600万円 ~ 800万円

更新日

2019年08月22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

日本語レベル

ビジネス会話レベル

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

Ahead Group is looking for a User Support Engineer to join our client in the Health Insurance Industry. Successful candidates will have around 3 years or more of experience providing support in an enterprise level environment. Candidates must also have a good understanding of written and spoken Japanese as well as strong English.

Responsibilities

Provide support to Japanese users locally.

Work as the escalation/chase person for off-shore infrastructure teams for deeper issues on Exchange, VMWare, Group Policy, Active Directory, Network, mobile device, video conferencing

ID management (network id application, revocation, password reset, login trouble)

Troubleshooting of general software like Outlook, Skype for Business, Windows

Troubleshooting hardware issues with desk phone, corporate iPhone, iPad, multi-function printer, webcam, video conference system, kiosks

Filing all tickets in Cherwell and Service Now, follow up for escalation and tracking other requests/issues

Project planning and coordination for migration to Windows 10, Cloud-based VM (VDI), application install and signoff checklists

Maintaining IT asset inventory

Qualifications

3+ Years of relevant industry experience

JLPT 2 level Japanese or higher

TOEIC score of 800 or higher

会社説明

Ahead Group is a specialized technology consulting, managed services, and staffing organization providing services across the APAC region.

Ahead Group supports international clients with strategic positions in Tokyo, Hong Kong, and Singapore. As a long-term partner, Ahead Group provides flexible tailor-made technology solutions for every client. The specialists at Ahead Group have significant industry experience and deliver high quality, effective results.

Company History:

Ahead Consulting was founded in 2014 in Tokyo, Japan, to provide high quality IT services to the finance and insurance industries. Ahead Consulting has since expanded with offices in Hong Kong and Singapore to support regional clients.

Ahead Group Ltd. was established in 2017 as the regional holding company for all Ahead subsidiaries.

Ahead Staffing was established in 2017 as an affiliate of Ahead Consulting to address the need for permanent recruitment and dispatch hiring in Japan.