

## Job Detail

Staff Level

Position Title	Desktop support specialist!
Company Name	HCL JAPAN LTD./株式会社エイチシーエル・ジャパン
Activated / Updated	2024-04-19 / 2024-04-19
Job Type	IT (Other) - IT Help Desk IT (Other) - Customer Support Engineer IT (Other) - In-house System Operator
Industry	IT Consulting
Location	Asia Japan Tokyo
Job Description	<p>Due to business expansion, we are looking for an L2/L3 desktop support specialist.</p> <p><b>Job details</b> The IT Helpdesk Technician – Level II/III is responsible for desktop, laptop, audio visual and other user device support including, but not limited to, break/fix, configuration issues, troubleshooting, software installations, hardware repair of both Microsoft Windows and Apple OS X machines. This position will be the on-site resource for working on issues escalated by Level 1 support. The Level II/III Deskside tech will also be responsible for researching and implementing fixes for new issues and working on tasks and issues as directed by the Associate Director of IT Operations. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values and established processes and procedures.</p>
Company Info	<p>About HCLTech:</p> <p>HCLTech is a global technology company, home to more than 221,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2023 totaled \$12.9 billion.</p>
Working Hours	<p>Assuming 9:00-18:00 60 minutes break May vary slightly depending on client</p>
Qualifications	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Experience with Windows 10, 11 and Mac OS X devices.</li> <li>• Experience with current Microsoft desktop OS &amp; apps, specifically Office 365</li> <li>• Exposure to Windows server operating systems</li> <li>• Experience with Zoom, Slack.</li> <li>• Experience with Ricoh Printers</li> <li>• Experience with Audio Visual and Conference Room assistance</li> <li>• Experience with information security applications on the desktop</li> <li>• General Application Support</li> <li>• Basic Networking understanding</li> <li>• White Glove customer service</li> <li>• Excellent communicator</li> </ul> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Must be intermediately proficient in Reading, Writing and Speaking Japanese</li> <li>• Must be intermediately proficient in Reading, Writing and Speaking English</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Bachelor's Degree in MIS or 5+ years of comparable experience.</li> </ul>
English Level	Business Conversation Level (TOEIC 735-860)

Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 3500K - JPY 8000K
Salary Description	Fully equipped with social insurance education training
Holiday Description	2 days off per week (Saturdays, Sundays, public holidays) paid holiday Congratulatory or condolence leave Parental leave sick leave
Job Contract Period	full-time employment
Nearest Station	Chiyoda ward, Tokyo