

## Job Detail

Entries Level

Position Title	Looking for Associate Production Engineer!
Company Name	HCL JAPAN LTD./株式会社エイチシーエル・ジャパン
Activated / Updated	2024-04-18 / 2024-04-19
Job Type	IT (Other) - Customer Support Engineer IT (Other) - IT Help Desk IT (Other) - In-house System Operator
Industry	IT Consulting
Location	Asia Japan Tokyo Asia Japan
Job Description	<p>We are looking for Associate Production engineer due to business expansion!</p> <p>Entry Level is (2+ years of experience) are welcome!</p> <p><b>Job Summary</b> As part of a global engineering team, provide white-glove break/fix response, fulfill requests, maintain ticket SLAs, write knowledge base articles, and maintain edit stations, booth systems and other studio equipment in a mixed Macintosh / Windows-based environment</p> <p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Deliver white-glove service to instructors and editors, both on-site and remote.</li> <li>• Custom-configure booth Macs, PCs and other equipment to meet course requirements.</li> <li>• Manage temporary account creation and deletion for course recordings.</li> <li>• Address global incoming customer incidents and requests in ServiceNow and Jira.</li> <li>• Work closely with Production Engineers and other teams on assigned projects.</li> <li>• Collaborate with other teams on hand-offs and escalations.</li> <li>• Stay current on email and Teams postings, here to all CTE team global processes.</li> </ul>
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	Shift is either 8am-5pm or 9am to 6pm 60 minute break
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 4000K - JPY 5500K
Salary Description	Fully equipped with social insurance Education training
Holiday Description	paid holiday Congratulatory and condolence leave Childcare leave

	sick leave
Job Contract Period	full-time employment

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