

Job Detail

Staff Level

Position Title	Datacenter Managed Service Engineer (BIOS: DCS Engineer)
Company Name	株式会社バイオス/BIOS,Inc.
Activated / Updated	2024-04-08 / 2024-04-08
Job Type	IT (Hardware/Network) - Network Engineer IT (Hardware/Network) - Server and Machine Operation and Maintenance IT (Hardware/Network) - Network Monitoring
Industry	Other
Location	Asia Japan Osaka
Job Description	<p>BIOS is looking for experienced data center engineers to join international support team servicing a global provider in Tokyo/Osaka. Fast Moving environment where you will be expected to undertake key aspects of maintenance and deployment work on Servers, network appliance, cabling and datacenter projects.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Project and Request Management – process, coordinate and support tickets as per agreed service levels for both scheduled and unscheduled support request. • Communicate and interface with suppliers, multi-cultural system administrators, clients and other groups representing the designated operation site. • Install, move, add, and change server and other hardware in data center according to requests. - Hardware: e.g. troubleshooting of hardware, labeling, root cause analysis, trend analysis, break/fix, smart hands, firmware upgrades. - Network connectivity support: e.g. voice, network, circuit and including cable management - Deployment support: e.g. supervision & installation of construction work, cabling, power, rack/un-rack, server kitting, diagnostic, OS build and support - Media operation support: e.g. mount/un-mount medias and support Librarians. • Asset and Capacity Management - Asset including stocks management: e.g. spare parts, cable, kits, inventory/gap analysis report - Site logistics support: e.g. receiving, storing, shipping and disposal of equipment. • Maintain and monitor performance and service levels of all the support systems. • Ensure regular reporting to management regarding performance and service levels. • Attending meetings required by operation. • Comply and enforce internal policies, processes and standards. • Create, maintain updates and publish process & procedural documents. • Contribute to project and program activities as necessary. • Continuity of Business preparation and support: e.g. power-down event, COB drills, adequate staffing during staff illness/vacation. • Conduct necessary training of new staff.
Working Hours	<p>Monday-Friday 9:00-18:00</p> <p>Hours will be varied on accordance of assigned task and clients</p> <p>On-call duty with rotation policy. Weekend and 24/7 shifts will be on shared shift rotation.</p>
Qualifications	<p>Required skills:</p> <ul style="list-style-type: none"> • 3+ years' experience in troubleshooting Server/ Network hardware • 3+ years' experience working for a data center or equivalent. • Technical skills and excellent knowledge of server or connectivity devices hardware • Self-motivated, flexible, enthusiastic, good communication skills (written and verbal) • Willing to learn and undertake further training and qualifications where required. • Can work well both as an individual and as part of a team. • Comfortable in a hands-on role. - Physically able to lift 70 lbs. (30kg) with proper technique. - Ability to work with hands (will work with power drills, hand tools, and precision tools). • Must flexible with shifting work schedule as needed. • Ability to work in a fast paced environment. • Willing to take direction and follow well defined processes and procedures. <p>Bonus Points</p> <ul style="list-style-type: none"> • Detail-oriented with excellent organizational skills.

	<ul style="list-style-type: none"> • Work IDF/MDF, Telco, Fiber infrastructure (testing with tester, Power meter, Cabling/routing). • OTDR <p>Requires Languages: English: Business level Japanese: Fluent level – Native Japanese driver's license preferred</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	Depends on experience
Salary Description	Social Insurance Commuting/ Transportation Allowance
Holiday Description	Paid Holidays
Job Contract Period	Contract leading to permanent position