

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