

## Job Detail

Staff Level

Position Title	IT Infrastructure Engineer - Enterprise Environment
Company Name	EIRE Systems K.K.
Activated / Updated	2024-04-30 / 2024-04-30
Job Type	IT (Hardware/Network) - Network Engineer IT (Hardware/Network) - Server and Machine Operation and Maintenance IT (Hardware/Network) - SRE Engineer
Industry	Business Consulting
Location	Asia Japan Tokyo
Job Description	<p>EIRE Systems is looking for a talented IT Infrastructure Engineer to support our prestigious Japanese multinational professional services enterprise client. If you're passionate about delivering top-notch IT services and enjoy contributing to impactful IT projects, this role is perfect for you!</p> <p>Role and Responsibilities:</p> <ul style="list-style-type: none"><li>● Deploying and administering IT systems, including computing servers, network equipment, voice and video hardware, and mobile devices.</li><li>● Proposing, designing, and implementing IT solutions that align with business needs and requests from other departments.</li><li>● Evaluating products to ensure cost effectiveness and efficiency while meeting business requirements.</li><li>● Resolving Level 2 and Level 3 incidents, working closely with Service Fulfillment Analysts to prioritize and track tasks in the ticket queues.</li><li>● Executing software installations and deployments across computing systems.</li><li>● Ensuring security and policy compliance during technical tasks.</li><li>● Participating in technical meetings and contributing updates to documentation and process definitions.</li><li>● Performing maintenance, upgrades, and configuration changes for information systems.</li><li>● Monitoring IT systems, conducting performance analysis, and providing feedback to leads and colleagues.</li><li>● Collaborating with end users, Technical Leads, IT Project Managers, and external service providers.</li></ul>
Company Info	<p>EIRE Systems is a leading independent provider of professional IT services to the financial, insurance and multinational sectors in Japan and throughout the Asia Pacific region. EIRE Systems has expertise across a wide spectrum of Information Technologies, with a track record for successfully completing hundreds of projects and IT services assignments since its establishment in 1996.</p> <p>We provide professional IT services, both project-based and ongoing operational support, in two main areas:</p> <ol style="list-style-type: none"><li>1. IT Services (Managed Services, Remote, On-call and On-site Consultants)</li><li>2. Project Management Consulting</li></ol> <p>EIRE Systems provides a wide-range of career choices for internationally-minded technology and support professionals. From the company's small beginnings, EIRE Systems continues to increase its local, regional and global expertise.</p> <p>We have established offices in Tokyo, Hong Kong, Singapore and Shanghai and are reaching further as we grow our presence throughout the Asia-Pacific region.</p>
Working Hours	09:00 - 18:00 Monday to Friday
	<p>Language Skills:</p> <ul style="list-style-type: none"><li>● Japanese: Fluent/Native-level (MUST)</li><li>● English: Intermediate read/write level. Conversation skills are welcomed but</li></ul>

Qualifications	<p>not required.</p> <p>Competencies:</p> <ul style="list-style-type: none"> <li>● Excellent troubleshooting and problem-solving abilities.</li> <li>● Customer-focused with exceptional customer service skills, displaying sensitivity and discretion when needed.</li> <li>● Strong multitasking skills, meeting commitments even in high-pressure situations.</li> <li>● Proactive and dynamic attitude with flexibility to adapt to evolving demands.</li> <li>● High energy, enthusiasm, and passion for delivering outstanding results.</li> <li>● Process-oriented mindset with a keen awareness of cultural differences and global acumen.</li> </ul> <p>Education/Experience:</p> <ul style="list-style-type: none"> <li>● Minimum of two years' hands-on experience in enterprise IT infrastructure support and service delivery.</li> <li>● Familiarity with Windows Servers, Azure, Cisco/Cisco Meraki Networking, and IT Security (desired).</li> <li>● Knowledge of Server virtualization, such as Windows Hyper-V (desired).</li> <li>● Familiarity with ITSM, such as ITIL (desired).</li> <li>● Computing or engineering degree (desired).</li> <li>● Professional technical certifications such as MCSA, MCSE, Azure Administrator Associate, CCNA, CCNP (highly desirable).</li> <li>● Previous experience working in a global IT team (highly desirable).</li> </ul> <p>To be considered, eligible candidates should be based in Japan or able to return soon.</p>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 5500K - JPY 6000K
Salary Description	<p>Social Insurance</p> <p>Commuting/ Transportation Allowance</p> <p>Education/ Training</p>
Holiday Description	<p>Five-Day Workweek</p> <p>Paid Holidays</p> <p>Sick Leave</p>
Nearest Station	Kyobashi Stn.