

Job Detail

Staff Level

Position Title	Customer support
Recruiter Company	iHOLON Co.,Ltd
Company Name	Company name is private
Activated / Updated	2024-05-07 / 2024-05-15
Job Type	IT (Other) - Customer Support Engineer
Industry	
Location	Asia Japan Aichi
Job Description	<p>A network environment called "thin client" prepared by our company. Respond to inquiries about computers used there.</p> <p>■What is a thin client? It is a network environment that allows you to use your company's dedicated system set on the server with terminals such as personal computers, tablets, and smartphones. You can work comfortably on the go or at home, just like in the office.</p> <p>■What is your main job? We receive inquiries from customers who use terminals on thin clients. For example, "I can't access the server", "I want to change the settings", "I don't know how to install". Check the situation to understand the problem or request. On top of that, we will respond by telling you how to deal with it, remotely operating the terminal, and changing the server settings.</p> <p>We may also check the customer's network environment from past records. If you hear something for the first time, talk to your seniors and respond.</p> <p>The number of cases is as high as 40 cases per day. Some of the content can be completed in a few minutes, and each person is in charge of about 10 cases per day.</p> <p>■ Other than responding to inquiries? Investigate how to respond to requests that could not be answered on the spot, such as "I want to take employee logs", "I want to improve security", and "I want to know about free software", and create reports to be submitted once a month. To do. The report summarizes the customer's server status and past inquiries.</p> <p>* Each employee is provided with a company mobile phone so that they can respond to inquiries received on weekday evenings and holidays on a turn system. However, the number of cases is about 1 to 3 per day. It's OK to spend the time you don't support. An allowance of 2,000 yen per day on weekdays and 5,000 yen per day on holidays will be paid.</p> <p>* We plan to accompany the engineer to experience the installation of network equipment. "Let's eventually be able to work alone."</p> <p>Due to a shortage of personnel due to business expansion</p>
Company Info	<p>Summary: We are targeting small and medium-sized enterprises nationwide,</p> <ul style="list-style-type: none">• Construction of IT infrastructure• Thin client environment construction• 24/7 remote support <p>are doing</p> <p>Main products/services: YAMAHA router network environment construction</p> <ul style="list-style-type: none">• Thin client environment construction• 24 hours a day, 365 days a year remote support• Other proposals according to customer requests <p>Earnings model: (1) Shot business: setup costs/hardware & license sales, etc.</p> <ul style="list-style-type: none">• Construction/configuration/hardware and license sales at the time of initial introduction• One-time work on site / additional hardware & license sales, etc.

	(2) Stock business: support/consulting, etc. • Monthly remote support/consulting service • Annual license renewal (antivirus/cloud services, etc.)
Working Hours	09:00-18:00
Qualifications	<ul style="list-style-type: none"> • Able to sympathize with and implement the mission/vision/values • Able to participate in support duty • Those who like computers and have no resistance - Communicate with members • Likes to talk to people • Be able to greet properly and be polite • Being able to work at the Nagoya office • Those who can join the company after March 2022
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 3000K - JPY 4000K
Salary Description	<ul style="list-style-type: none"> • Pay raise once a year • Twice a year bonus • Accounting bonus once a year based on financial results ·health check · Congratulatory/condolence money system · Accumulated vacation leave ·Health insurance
Holiday Description	<ul style="list-style-type: none"> • Annual holiday 120 days • In principle, weekends and holidays *However, strategy meetings are held four times a year on Saturdays.
Job Contract Period	full-time employee