

## Job Detail

Staff Level

Position Title	IT support engineer
Recruiter Company	Leverages Career China Co., Ltd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	IT (Other) - Customer Support Engineer IT (Hardware/Network) - Network Engineer IT (Hardware/Network) - Network Monitoring
Industry	Telecommunications/Information Services
Location	Asia Japan Tokyo Asia Japan Toyama Asia Japan Osaka
Job Description	<ul style="list-style-type: none"> <li>• Provide regularly scheduled and ad hoc support to our clients.</li> <li>• Complete regular onsite support tasks as directed by team leader.</li> <li>• Troubleshooting internal IT infrastructure and network related issues.</li> <li>• Warning systems manage potentially critical situations. Monitor client critical issues until they are resolved</li> <li>• Follow the direction of the team lead or project manager to assist with projects with engineering tasks.</li> <li>• Set up, install, configure, and test computer and network systems as required to complete the project on schedule.</li> <li>• Gather information about client systems and issues faced in the field to assist the sales team.</li> <li>• Effectively communicate customer status to account executives and primary engineers.</li> <li>• Utilize our product processes and methodologies to provide a consistent and competent level of service to our clients.</li> <li>• Proactively build your IT and communication skills to improve your skill set and productivity.</li> </ul>
Qualifications	<p><b>【Prerequisite】</b></p> <ul style="list-style-type: none"> <li>• Diploma/degree in Computer Science/Information Technology preferred.</li> <li>• At least 3-5 years of experience in an IT end-user support or service provider environment.</li> <li>• Experience installing, maintaining, and supporting office end-user environments (PCs, printers, etc.).</li> <li>• Basic knowledge of network infrastructure.</li> <li>: Structured cabling, circuits, network devices, etc.</li> <li>• Customer Service – Skills in clearly explaining issues to end users and clients.</li> <li>• Ability to manage, summarize activities and results and communicate effectively about client requirements and concerns.</li> <li>• Able to follow instructions and work effectively in a team to complete timely tasks.</li> <li>• Ability to work unsupervised and deliver focused results.</li> <li>• Problem solving – ability to gather information. Explore and eliminate alternatives. Request and use assistance from other sources</li> <li>• Excellent Japanese language skills (from business to native)</li> </ul> <p>■PC skills:</p> <ul style="list-style-type: none"> <li>• Microsoft certification of client systems.</li> <li>• Windows 7/8/10 MCP/MCITP, MCTS/MCDST, MCSA/MCSE highly recommended.</li> <li>• Office 365 environment</li> <li>• Experience with VC support at Cisco WebEx / Zooms Polycom etc.</li> <li>• Windows Server Experience</li> <li>• Working knowledge of Microsoft services (AD, DNS, DHCP, WSUS, GPO).</li> <li>• Networking experience (Checkpoint firewall and HP switches are a plus) • VDI</li> <li>• Microsoft Azure management • MDM</li> <li>• Project management/coordination experience.</li> </ul> <p><b>[Welcome conditions]</b></p> <ul style="list-style-type: none"> <li>• Strong preference will be given to applicants with English proficiency at an intermediate level or above.</li> <li>• Desire to further develop one's knowledge and abilities.</li> <li>• Those who can communicate in business level Japanese and English are welcome.</li> </ul>

English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	Depends on experience
Salary Description	<p>【Welfare】</p> <ul style="list-style-type: none"> <li>• Social insurance (health insurance + welfare pension)</li> <li>• Labor insurance (employment insurance + disaster insurance)</li> <li>• 13 paid days</li> <li>• 3 days paid sick leave</li> </ul> <p>■Salary range: annual income within 600W yen</p>
Holiday Description	<ul style="list-style-type: none"> <li>• Closed on Saturdays, Sundays, and holidays</li> </ul>