

Job Detail

Staff Level

Position Title	Mid level IT Support Engineer 【Foreign based Pharmaceutical Client】 Umeda, Osaka
Company Name	Computacenter Japan K.K.
Activated / Updated	2024-04-12 / 2024-04-24
Job Type	IT (Other) - IT Help Desk IT (Other) - In-house System Operator IT (Other) - Customer Support Engineer
Industry	Outsourcing
Location	Asia Japan Osaka
Job Description	<p>We are hiring an IT support engineer who has 2year experience, will be supporting foreign based client onsite.</p> <ul style="list-style-type: none"> • Initial clarification of incidents and incident reporting • Troubleshooting according to standard troubleshooting procedures and escalation to relevant next level support parties. These support parties may • Under minimal supervision, provide IS level 1 / 2 technical support to the end user community. • Work along with Global Service Desk for Issue escalation. • Troubleshoots and resolves hardware, software and user problems as they arise. Manages incidents (tickets) from beginning to end. Participates in the resolution of chronic problems and/or other technical projects as assigned. • Install new, dispose old, expands existing and configures operating systems (Windows, IOS), software applications (Microsoft Office), utilities and service packs based on end user needs. • Perform software and hardware upgrades, routine maintenance, and monitoring. This include both client, server and network equipment. • Tests new software operating systems, upgrades and applications prior to implementing into production • May train users in use of equipment and software. • May participate in projects as a project team member. • Update Remedy in a timely manner.
Company Info	<p>No smoking indoors allowed The client is foreign based company but most of the users in Japan are Japanese. Workplace will be Osaka.</p>
Working Hours	9:00-18:00
Qualifications	<p>Requirements: Business level Japanese Business level English At least 2 years of IT support experience some Desktop support experience such as PC kitting Good communication skill Customer support mindset</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 3000K - JPY 4500K (Month salary : JPY - Japanese Yen JPY 250K - JPY 375K)
Salary Description	Social Insurance Commuting/ Transportation Allowance
Holiday Description	Five-Day Workweek Paid Holidays

Job Contract Period

Contract

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