

Job Detail

Staff Level

Position Title	English/Bilingual Engineer (Help Desk/User Support) [IT work using English and enhanced welfare benefits]
Recruiter Company	Global Leaf Co., Ltd.
Company Name	Company name is private
Activated / Updated	2024-05-08 / 2024-05-08
Job Type	IT (Hardware/Network) - Network Engineer IT (Hardware/Network) - Server and Machine Operation and Maintenance IT (Other) - IT Help Desk
Industry	Outsourcing
Location	Asia Japan Tokyo
Job Description	<p>[Business overview] You will be responsible for customer support for bilingual projects. We are looking for a wide range of candidates, from people with no IT experience who want to work in IT work using English, to people with bilingual IT work experience. Projects will be decided based on your experience and when you joined the company. You will be involved in operational projects using Japanese and English. This is mainly a user support type operation project, and there are many projects where support is provided by touching the actual machine.</p> <p>[Project example] Bilingual help desk work at a major foreign-affiliated pharmaceutical company in Tokyo <ul style="list-style-type: none"> ■Mainly support for client PCs, mobile phones, and peripheral devices ■User support will mainly be in Japanese, and we will collaborate with overseas engineers in English. </p> <p>[Charm of working] <ul style="list-style-type: none"> ■We can introduce you to jobs that take advantage of your English skills. ■It is also possible to engage in bilingual work after receiving OJT within the company. </p>
Company Info	<p>[Company Features] As you can see from our slogan "Towards an IT Infrastructure Engineer's Utopia," our company is strong in IT infrastructure technology such as networks and servers. Nowadays, all systems are moving to the cloud, bringing great convenience to our lives, but IT infrastructure technology is essential for its stable operation. In addition, the recent spread of telework is also due to the IT infrastructure that allows web conferencing systems to operate stably. Our company specializes in such IT infrastructure services and has accumulated a track record. Armed with technology that meets a variety of IT needs, such as cloud, virtualization, security, IoT, and telework environment introduction, and a global support system, we solve our customers' IT-related problems and contribute to society.</p> <p>[Human Resource Development] One of the features of our company is that we focus on human resource development. We have a track record of training more than 3,000 IT infrastructure engineers to date, and through a career support system based on a rich training curriculum, you can draw a career plan that suits your orientation. We also focus on support for obtaining qualifications, and most of our engineers have qualifications related to IT infrastructure, including CCNA, CCNP, LPIC, and network specialist.</p>
Working Hours	<p><Standard working hours> 9:00-18:00 (Regular working hours: 8 hours 0 minutes) <Other working hours supplement> <ul style="list-style-type: none"> • Shift work available depending on the project (night shift available) </p>
	<p>[Required skills/experience] <ul style="list-style-type: none"> ■English: Business level (phone correspondence, email, documents) *For foreign nationals, Japanese business level. (Japanese Language Proficiency </p>

Qualifications	<p>Test N2 or higher is recommended)</p> <p>■Those with experience in any of the following:</p> <p>①Over 1 year of infrastructure engineering experience</p> <p>②Over 1 year of development engineering experience</p> <p>③Over 1 year of help desk experience</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 5000K
Salary Description	<p>[Salary]</p> <p>Estimated annual income: 3.4 million yen to 5 million yen (monthly salary system)</p> <p>■Monthly salary: 280,000 yen ~ (below includes uniform allowance)</p> <p>Basic salary: 225,000 yen ~</p> <p>Deemed overtime pay: 30,000 yen</p> <p>Regional allowance: Region A (Tokyo): 25,000 yen</p> <p><<Example of annual income>></p> <p>◆4 million yen...Monthly salary 280,000 yen + IRP bonus/2nd year with the company (25 years old)</p> <p>◆5.5 million yen...Monthly salary 400,000 yen + IRP bonus/Management position/4th year after joining the company (30 years old)</p> <p>[Various allowances/welfare benefits]</p> <p>■Full transportation expenses paid ■Execution allowance</p> <p>■Family allowance (eligible dependents: spouse 10,000 yen, child 5,000 yen, parent 3,000 yen/applicable from the second year of employment)</p> <p>■Telework allowance (partial subsidy for miscellaneous expenses/realized based on employee feedback!)</p> <p>■Long service bonus (paid to eligible employees in their 10th and 20th year of service)</p>
Holiday Description	<p>■Complete 2-day weekend system (Saturday and Sunday)</p> <p>■Holidays off *Shift work may be required depending on the project.</p> <p>■New Year holidays (5 days) ■Congratulations and condolences leave</p> <p>■Paid vacation (company-wide average number of days taken: 11.25 days/year, taken rate: 81%)</p> <p>■Prenatal/postnatal leave (with track record)</p> <p>■Childcare leave (take rate: 100% for women, 25% for men) *2018 results</p> <p>■Self-care leave</p> <p>■Injury and sick leave (can be taken in place of paid leave for the first six months after joining the company)</p> <p>■Anniversary leave (encourage taking annual paid leave)</p> <p>■Refreshment leave (5 to 6 days granted to eligible employees in their 10th and 20th year of service)</p>