

Job Detail

Staff Level

Position Title	Urgent! Bilingual Data Center Engineer/On-Site Remote-hands Service
Company Name	株式会社バイ奥斯/BiOS,Inc.
Activated / Updated	2024-03-22 / 2024-03-22
Job Type	IT (Hardware/Network) - Network Engineer IT (Hardware/Network) - Server and Machine Operation and Maintenance IT (Hardware/Network) - DevOps/DevSecOps Engineer
Industry	Outsourcing
Location	Asia Japan Tokyo
Job Description	<p>BiOS is looking for data center engineers to join international support team servicing a global provider in Tokyo.</p> <p>Remote hand technician:</p> <ul style="list-style-type: none">• Providing basic technical support to remote clients or data center customers• Performing physical tasks such as rack, cabling, and equipment installation• Responding to and resolving service requests in a timely manner• Coordinating with other technicians, engineers, or support team• Keeping accurate records of work performed• Following established procedures to ensure safety and security in the data center environment <p>In addition to the above, the job duties of a remote hands technician also involve coordinating and communicating with customers. This includes responding promptly to customer requests or issues, and coordinating with other team members or managers as needed. Proper reporting of progress and results of work performed is also an important aspect of the job.</p> <p>Support operating a service desk:</p> <ul style="list-style-type: none">•Support service desk operation such as managing requests, escort the customers, receiving call .etc• Receiving an escalation from service desk• Creating and maintaining manual, knowledge articles and other documentation
Company Info	Expansion of Services No smoking indoor (only in allocated places)
Working Hours	1. AM Shift 09:00-17:30 1hr break 2. PM Shift 13:00-21:30 1hr break 3. Night Shift 22:00-06:30 1hr break (Respond on days when tasks are available)
Qualifications	<p>Required skills:</p> <ul style="list-style-type: none">• No IT experience is acceptable as long as he is bilingual• Strong interest in IT and technology• Willingness to learn and take on new challenges• Excellent communication and teamwork skills• Must flexible with shifting work schedule as needed. <p>Bonus Points</p> <ul style="list-style-type: none">• Knowledge in troubleshooting of Server/ Network hardware• Knowledge in working for a data center or equivalent. <p>Requires Languages: English: Business level Japanese: Business level</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience

Salary Description	Social Insurance Commuting/ Transportation Allowance Education/ Training
Holiday Description	Paid Holidays Five-Day Workweek Child-care Leave
Job Contract Period	Contract leading to permanent position

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