

Job Detail

Staff Level

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| Position Title | Urgent! Bilingual Data Center Engineer/On-Site Remote-hands Service |
| Company Name | 株式会社バイオス/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 | <ol style="list-style-type: none"> 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 |
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| 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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