

Job Detail

Staff Level

Position Title	L1 IT Helpdesk
Company Name	Godo Kaisha Amaris Japan/ 合同会社Amaris Japan
Activated / Updated	2024-04-08 / 2024-04-08
Job Type	IT (Other) - IT Help Desk
Industry	IT Consulting
Location	Asia Japan Tokyo
Job Description	<p>Respond to customers' enquiries relating to information, product functionality and fault calls resolving as many queries as possible on the first interaction.</p> <ul style="list-style-type: none">· Front line owner for the tickets coming from the users (doing the follow-up of the tickets during their lifecycle) SPOC and responsible of the escalation to other groups.· Analyze the information about the user's issue, collect as much information as possible (computer system name, screen name or report name, error or warning message displayed on the screen, any logs files, screen shots). Logging and classifying all calls and requests for assistance in the customer relationship management system.· Keep ownership of the ticket till the issue is completely solved and/or verify that suggested solutions effectively resolve the users' problems through verbal or email follow up. Update tickets with appropriate journal entries of activities and closes tickets with resolution entered upon completion of the job. Close tickets accordingly.· Manage the resolution process for customers relating to data and applications for a particular product/s, providing 1st level support and troubleshooting of Amaris customers in several technologies/tasks (password resets, printer configurations, break/fix instructions, Windows systems and MS Tools, networking, etc.)· Deploy troubleshooting methods such as verifying physical layer issues, resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, and assistance with navigating around application menus.· Communicate with the customer by email and/or telephone following the SLAs agreed.· Identify and escalate problems affecting the number of customers or influencing the timely resolution of one customer's enquiry. This would include escalations to the team leader and other support, sales, engineering, or resolver groups as appropriate.· Recognize and escalate recurring problems, inferior processes, or outdated procedures.· Accept additional projects or areas of responsibility that will improve the team's performance.· Teaching or instructing customers regarding software or hardware functionality.· Proactively contribute to the Client teams and the achievement of its goals
	<p>【About Us / アマリスについて】</p> <p>Amaris is an independent technology consulting firm providing guidance and solutions to businesses. It gathers more than 6,000 people across 5 continents and more than 60 countries. Amaris is an independent technology consulting firm providing guidance and solutions to businesses. It gathers more than 6,000 people across 5 continents and more than 60 countries.</p> <p>With more than 1,000 clients across the globe, we have been rolling out solutions</p>

Company Info	<p>in major projects for over a decade. Our experts engage across all sectors ranging from financial services and transportation to healthcare and technology.</p> <p>【Why Us? / Amarisを選ぶ理由】</p> <ul style="list-style-type: none"> • Be part of an international, multicultural environment of 6000 talented people over 60 countries and 5 continents • Join a fast-growing global group with a turnover of €565M and over 1,000 clients across the world • Explore opportunities to grow quickly with a tailor-made career path • Take advantage of over 500 training courses in our ACADEMY catalog • Get the opportunity to support nonprofit organizations thanks to our Foundation initiatives and volunteering platform OneSmallStep • Depending on your performance and eligibility criteria, you can benefit from international mobility opportunities and progress your career worldwide, and/or experience other departments and sectors • Unlock your full potential, both professionally and personally.
English Level	Minimum Communication Level (TOEIC 225-470)
Japanese Level	Native Level
Salary	Depends on experience