

Job Detail

Executive Level

Position Title	Service Desk Specialist
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	IT (PC, Web, Unix) - Database SE IT (PC, Web, Unix) - Web Application SE IT (Mainframe) - Programmer
Industry	
Location	Asia Japan Tokyo
Job Description	Handle end user voice calls in Japanese Language Provide first level resolutions for End user computing and Business Applications Ticket creation/Categorization / Prioritization in SNOW or any Ticketing tool experience Ticket triaging to respective Support Group Incident resolution and recovery for IT SD/Account Provisioning/L1 EUC/L1 Apps.
Company Info	One of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Their unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., this company is one of the Fortune 500 companies and is consistently listed among the most admired companies in the world. [Passive smoking measures] Indoor smoking Designated smoking area
Qualifications	Troubleshooting skills on desktop and applications (MS office, Adobe etc) Troubleshooting skills on VPN connectivity and tools (MS Team, Webex) Experience in supporting windows domain password related issues. Troubleshooting experience using remote control tools Trouble shooting skills and experience in handling Exchange (Outlook) Experience in handling other IT Issues like Printer, hardware (Laptop, iPhone, iPad, Desktop), browser, laptop performance related issues Experience in supporting voice calls to Japanese users Experience in Windows Troubleshooting Experience in ITSM Ticketing tool Good Analytical & Coordination skills are essential. Good understanding of Computers and Troubleshooting skills required in Windows Operating System Customer service orientation and ability to work in a team. Excellent Soft skill, Communications skills (Voice, Email & Chat) to handle Japanese end users.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 4000K - JPY 6500K