

Job Detail

Executive Level

Position Title	Desktop Support Engineer
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	IT (PC, Web, Unix) - Database SE IT (PC, Web, Unix) - Web Application SE IT (Mainframe) - Application SE
Industry	
Location	Asia Japan Tokyo
Job Description	<p>6+ years of Experience required</p> <p>Build, install and maintain PCs, laptop, telephone systems and other devices (such as printers, fax machine, scanners, company mobile phones) related to desktop & infrastructure, in accordance with department standards</p> <p>Resolve issues and queries raised by users from across departments related to IT infrastructure, desktop and other devices; Explain and document technical issues in a clear way to users</p> <p>Assist team to investigate incident, conduct resolution and implement permanent fix.</p> <p>Ensure that work is carried out within agreed service levels and in accordance with department guidelines.</p> <p>Work with regional team to escalate and resolve issues related to email, One Drive, and other network issues.</p> <p>Work with regional team on security patches, system upgrade and rollouts.</p> <p>Implement system control and monitoring to adhere regional information security guideline</p> <p>Handle local application systems admin and permission requests</p> <p>Daily IT operations support and perform local network / server / bandwidth / backup monitoring</p> <p>Assist team leads on assess network capacity, storage planning, security monitoring and analysis</p> <p>Identify potential changes and system improvements to present to team leaders for consideration and implementation</p> <p>Monitor systems to optimize performance and to initiate recovery action after system failures</p> <p>Implement system control and monitoring to adhere local regulatory requirement on information security</p> <p>Prepare detailed documentation on system architecture, network diagram, hardware and software specifications</p>
Company Info	<p>This company is a leading foreign-affiliated solutions and services provider in the information, communications, and technology (ICT) industry. With over 130,000 employees in 90 countries, they provide innovative IT solutions to nearly 1000 global customers, including Fortune 500 companies.</p> <p>【Measures against passive smoking】</p> <p>No smoking indoors allowed</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 4500K - JPY 5500K