Job Detail

Position Title	Information System Engineer
Recruiter Company	NEX-GEN Inc.
Company Name	Company name is private
Activated / Updated	2024-01-29 / 2024-01-29
Job Type	IT (Hardware/Network) - Server and Machine Operation and Maintenance IT (Other) - In-house System Operator Executive - Other
Industry	Pharmaceuticals
Location	Asia Japan Tokyo
Job Description	Act as subject matter expert for technical specifications and requirements for digital solutions with customers and internally with cross-functional teams while maintaining knowledge of our products, services and policies and procedures. Provide second tier / advanced support for pre-sales and technical implementations of digital solutions regarding network, data, security design and other questions regarding our products and services. Provide first and second tier support for networked solutions directly and in coordination with other teams such as Field Service, Customer Service, and Technical Support to analyze and troubleshoot complex network connectivity problems, user access, and general software application support. Record, track, and manage complaints using Intuitive's business systems. Create and maintain active directory accounts and PKI certificates. Guide and contribute to the preparation of IT/security assessment for customers as needed. Connect to Intuitive Hub virtual machine (media server) and networked solutions to perform diagnostic and troubleshooting of issues Oversee and implement new configurations, upgrades, and other enhancements across all networked solutions Liaison with local and corporate teams on new product introductions, upgrades, new product introductions, and other activities relating to digital solutions. Work with Product Support and Engineering teams to increase product effectiveness, usability, and serviceability. Create and maintain service or departmental procedural documentation. Other tasks associated with support for digital products as assigned by manager. Qualifications Skill/Job Requirements Minimum Bachelor's degree in Computer Science, Engineering, or related discipline; or 5+ years equivalent experience acceptable working in network support center environment, preferably in the medical device industry. Current professional certifications, such as MCSE, CCNA, CWNA, CWSP and CompTIA Network+ or Security+ certifications are preferred Knowledge of network operations, configuration and troubleshooting TCP/IP, HTTPS, Router skills, VLANs, VPN technology, Firewall skills and NAT/PAT address translation. In-depth knowledge of core IT technologies and processes (e.g., network systems, operating systems, databases, access controls, change control processes, application and system development, IT operations, incident response, monitoring, and asset management) Familiar with cybersecurity best practices and ability to maintain a vigilance in monitoring cyber threats and vulnerabilities relative to our product exposures Familiar with data privacy and protection regulations; such as Act on the Protection of Personal Information ("APPI") Comprehensive hands on experience with LAN/WLAN/WAN, and Voice/Video over IP Excellent analysis, troubleshooting and debugging skills, in particular TCP/IP and 802.11 networking protocols Be familiar with working with hospital IT or in a medical regulated environment Be familiar with network security infrastructure, threats and vulnerabilities to networks, and mitigate security threats. Professional with great customer facing skills that can discuss technical information with a wide range of audiences (From service engineers to CTO/CIO) Effectively work and communicate and within the team and upper management Exceptional ability to multi-task, make sound judgments and respond with a sense

	of urgency in order to effectively support the business. Thoroughness in completing tasks is imperative. Ability to work remotely and self-manage workload with moderate supervision Ability to ask the right questions, think on your feet, and be resourceful when faced with new challenges Familiar with networking Medical devices and networking guidance's such as ISO 27001 and data protection regulations such as Act on the Protection of Personal Information ("APPI") Must read, write and speak fluent Japanese and English Other Expectations
Company Info	A next generation IT services company focusing on solving the complex problems of business and common people using the cutting edge technologies and innovative brains.We harness the power of emerging technologies (Cloud, IoT, AI...etc) and highly trained human resources to help our clients adapt to the digital world and make them successful.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience
Holiday Description	Five-Day Workweek