

Job Detail

Foreign Affiliated Company

Manager Level

Position Title	Field Service Engineer
Recruiter Company	Tech Alliance KK
Company Name	Company name is private
Activated / Updated	2024-04-10 / 2024-05-08
Job Type	IT (PC, Web, Unix) - QA/Quality Control/Testing Engineer IT (Hardware/Network) - Server and Machine Operation and Maintenance
Industry	IT Consulting
Location	Asia Japan Shizuoka

Field Services Lead – In Scope Activities:

Incident/Problem Management

To support P1/P2 Critical Incident & Problem Management - After hours on call support (tempered to regional workers law)

- Imparts a sense of absolute urgency in getting a resolution
- Participate in the P1 and P2 calls and send outs communication to TS management on alert of incidents/updates. It is expected for the FS to consistently be able to articulate and communicate with transparency and accuracy during incidents using standard communication templates.
- Participates in the Problem management to identify root cause and implement preventive, and corrective actions.
- Follows up with MLL & TS Support teams the implementation of preventive / corrective actions to avoid future recurrence and closure of the problem ticket within 30 days.
- Is the MLL Primary Contact for non-site TS teams
- Regardless if it is in TS scope of work, the Field Services is the eyes-and-ears to the operational activities of the site. If it is not TS scope, the FS should know who to speak to, and how to speak to them.
- Should be able to diagnose the issue in general terms of what is working and what is not working.
- This could be ability to identify if it is a single switch being down, a single server, the database on a server, a subnet, an application, etc.
- If no support technicians are available, the FS should be able to perform basic identification task to the extent possible or know who to engage to assist with the task. For example: Check if network switch has power (turned on) or error lights, if no power noticed the FS should know the local facilities/engineering contact to engage for electrical issues.
- Is the MLL Primary Contact for the BT Leader
- Takes ownership for questions asked by the site and escalates to the extent a reasonable answer can be obtained before going back to the business IT leader.
- Communicates with Site\Quad
- Interacts with multiple MLL stakeholders – Execution systems, plant engineers and technicians and Business IT
- Assists with the coordination of TS – driven Disaster Recovery efforts as applicable at the site.
- Assists in driving Problem (PRB) Task's closure (meetings, action items follow-ups, etc.) as needed, with appropriate support teams for those Applications/Infrastructure under MLL support.

Change Management:

- Assist in driving change management supporting activities for MLL Supported Application/Infrastructure:
- Communicate Change, schedule obtain/secure approval from Site Team (QUAD) to ensure alignment prior execution.
 - Coordinate/obtain maintenance window for change execution with appropriate parties (e.g. local operations, automation, engineering, etc.
 - Engages BT Site Leads / Business Stakeholders to ensure testers have been identified from the business side to execute UAT.
 - Coordinates with MLL and TS teams the implementations of changes related to Application Features, Enhancements, New Capabilities, and/or to its supporting infrastructure.

Job Description

–Execute applicable change management tasks as per TS ITSM processes. Does not execute business processes related to internal change management processes (e.g. qualification document updates, etc.)

•Specific tasks related to the role within Change Management for which the FS might be part of concerning applications under MLL support.

Patch Management:

Coordinates the initiation, approval, planning, and implementation of patches related to applications, infrastructure, and OS for MLL Supported Applications.

–As per TOO notification, FS creates IRIS service task for applicable MLL support teams to implement application patch or support patching activities. This service task is for the application support group to monitor application services and server health checks, which are supported by MLL RR LTI .

Operational:

Meets regularly with TS SO to review progress, pending items, impediments, on all operational, incident, and problem management items that the MLL team is handling for the site.

TS Service Owner will assign the FS as primary contact to Coordinate and handle Complex Service Requests, and/or site-specific tasks associated to the execution of Approved IT Portfolio Projects, Lifecycle Management, and Upgrades of TS managed infrastructure at the site in support to the TS Core Project Team such as:

–Contractor entrance permits, requesting contractor escorts where applicable, requesting cabling quotes to vendor, and translating logistics requirements from project team to actionable items per local/site processes.

Coordinates for overall site health and infrastructure and application environment

–Failover tests, server patching, IOS upgrades, etc.

Interacts with MLL personnel with problem-solving / future-state requirements

–Serves as source of functional understanding of processes, tools, and integration of LMW plant equipment with IT platforms (e.g., Wonderware, Camstar, OSIPI, Werum, Guardian, OPC), as well as LMW business knowledge

Maintains IT Infrastructure ownership – Requesting periodical reviews of Non-EDC and communication rooms and addressing remediation actions with facilities as they may arise:

Purchasing: It is not expected FS Lead will purchase goods. FS Lead is expected to identify what purchasing needs are required (spare MLL label printers, barcode scanners, etc.) Applicable for sites where this is supported and the budget for specialty IT items reside at the business level. The FS will ensure that applicable supporting groups (e.g. ATOS) are engaged to maintain accurate stock inventory of these items and notify the business/site appointed POC for procurement when stock levels are low.

Monitor and achieve service levels, tracks metrics/analytics, and ensures site health of TS services (e.g., network reliability, availability, capacity, Workstations/Servers Patch compliance etc.)

–Service Analysis & Reporting - Generation and Analysis of reports (Compliance Metrics, Reliability, Patch Compliance.

–Monitor the IRIS Incident and Request queues – Proactively following up with MLL teams to ensure SLAs are maintained for incidents and service requests. Prioritization of work should be addressed with ATOS management, or through SDL (hybrid Sites) where such incidents/requests belong to ATOS MLL support.

–Work with 3rd party vendor to ensure SLA's are met by facilitating the engagement related to local activities in support of incident resolutions. For example:

•Facilitate engagement with local ATOS resources in identifying, locating, isolating, and cleaning a workstation infected with malware reported to us by ISRM.

•Facilitate engagement with ATOS local resources and network team resources in identifying, locating, and removing rogue wireless access point or device connected to the network reported to us by the remote network management team.

•Facilitate engagement with 3rd party application support personnel and MLL offshore team to work in tandem on incident resolution.

Working with 3rd party vendors:

–While J&J will retain the management of vendors, it is expected LTI will monitor their work and ensure it is done on time and to expectations.

–If escalations to vendor management is required, the FS Lead will contact the TS SO who will address with vendor.

–3rd party vendors include but not limited to (ATOS, MLL, Accenture, Verizon, V-Soft, ComNet, etc.).

End User Support

Facilitating and coordination of end-user services & service desk related to TS services (e.g., desktop/printer/other hardware support, network, user access, collaboration tools, mobility, software install/maintenance). May not apply for hybrid sites with an SDL assigned as this their responsibility. For example:

■Creating IRIS request for printer installations (Xerox, Ricoh, Zebra, MLL Printers) to be executed by the responsible 3rd party as applicable.

■Facilitating/guiding business IT partners in the creation of the TMP-1913 for MLL Workstations requests. Executing, filling form, and placing the actual request is

	<p>not FS responsibility as this resides on the IT business partner.</p> <p>■Facilitating cabling requests as needed by placing IRIS service request for cabling installation.</p> <p>■Guiding the user when approached on how to obtain specific services within IRIS. E.g., how to request a laptop, Office Application installation, cellular phones, etc. Not the filing or submission of the IRIS request as this is the end user responsibility.</p> <p>■Apply Critical Thinking. This kind of thought process of “pulling the thread” to identify the issue or situation presented and be able to identify the appropriate support group that should be engaged, and to kindly direct/guide the end user on the appropriate course of action for them to follow.</p>
Company Info	<p>Our Client is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, Our Client brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 82,000 talented and entrepreneurial professionals across 30+ countries, Our Client — a Larsen & Toubro Group company.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Chinese Level	None
Salary	<p>JPY - Japanese Yen JPY 7000K - JPY 9000K</p> <p>(Month salary : JPY - Japanese Yen JPY 583.333K - JPY 750K)</p>