

## Job Detail

Executive Level

Position Title	M365 Technical Lead and Associate Tokyo job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-21 / 2024-04-09
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>Atleast experience of 10 years (for Technical Lead) and 5 years (for TA) Excellent customer handling skills via voice/email and chat. Admin level experience with any of the Office365 product (MS teams, Exchange, SharePoint, OneDrive, AD, Power platform, Viva, etc.). Working knowledge of Active Directory, Exchange, email migrations, hybrid migrations, Office365 application troubleshooting, PowerShell scripting, and general Office365 technical support. Willing to work in shifts to provide 24x7 customer support Research, resolve, and respond to questions in a timely manner Remain current with up-to-date product information for all released software configurations Demonstrate excellent professionalism and communication skills. Continuous improvement mindset where good is never good enough and the desire to raise the bar is a reason to come to work each day. Ability to make sound decisions, using good judgment in varying scenarios with varying degrees of conflict specific to employee interactions, operational results, and troubleshooting to achieve a unified outcome with integrity. Demonstrated ability to manage and prioritize multiple tasks while employing time management and organizational skills. Critical thinking that supports your ability to accurately assess interactions, solve problems, and collaborate within our Quality framework and aligned to our Values. An appetite to be in an environment where you will constantly learn, be challenged, and get energized by change. Solid track record of achieving and exceeding performance and behavioral expectations. Preferred Qualification: Prior experience with MS Related support Projects preferably Concierge or Premier Relevant Microsoft certifications Japanese Language: Business-level Japanese speaker and Business level English</p>
Company Info	<p>This company has been certified as the "best employer" in 2020 by the "Top Employers Institute" which recognizes outstanding employers. A global leader in consulting, technology, outsourcing, and next-generation services. With approximately 180,000 employees worldwide, the company helps clients in more than 50 countries stay ahead of the competition. Through the co-creation of innovative solutions, they help companies transform and thrive in an ever-changing world. [Measures against passive smoking] No smoking indoors allowed Designated smoking area</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 8000K - JPY 12000K