

Job Detail

Executive Level

Position Title	IT Associate/Helpdesk Engineer Tokyo Job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-22 / 2024-04-09
Job Type	IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - Database SE IT (Other) - IT Help Desk
Industry	
Location	Asia Japan Tokyo
Job Description	<p>This position will report directly to the IT Help Desk Manager in Tokyo and will be responsible for providing user support, related tasks, cybersecurity awareness, and project support at the IT Help Desk</p> <p>End-user support will be your main responsibility. You will utilize IT ticketing systems to resolve issues, track requests and incidents, analyze trends, and devise solutions to reduce recurrence and improve productivity.</p> <p>Promote cybersecurity awareness by providing tips and presentations to employees.</p> <p>Create and update documents such as end-user support materials, technical documents, and SOPs. Support projects with IT leadership, infrastructure, and application teams to deliver new solutions.</p> <p>Perform proactive maintenance, and health checks, and make recommendations to ensure the smooth operation of IT infrastructure.</p> <p>Work locations include, but are not limited to, offices, data centers, and power plants.</p>
Company Info	<p>The Company is a leading pure renewable Independent Power Producer (IPP) in the Asia-Pacific region, with over 11 GW in operation, construction, and development.</p> <p>Headquartered in Singapore, it manages the development, design, procurement, construction and maintenance of its solar, wind and battery energy storage systems in Australia, India, Indonesia, Japan, Philippines, South Korea, Taiwan and Thailand.</p> <p>It is committed to engaging with local communities throughout the lifecycle of its portfolio projects, as well as incorporating internationally recognized Environmental, Social and Governance (ESG) standards into its strategy and business practices.</p>
Qualifications	<p>3+ years of experience with Windows 10 and 11 installation, configuration, troubleshooting, and PC security (anti-malware, firewall) related products.</p> <p>Experience with Office 365 administration (including Exchange Online, SharePoint Online, and device management) (not limited to).</p> <p>Preferred Qualifications:</p> <p>MDM management (device management) for PCs and iPhones Knowledge of L2 and L3 networks.</p> <p>Firewalls (URL and application filtering, AV, WAF, IPS, etc.)</p> <p>Support for audio and video communications using Microsoft Teams.</p> <p>Experience operating Windows and Linux operating systems on various server platforms including physical, virtual, and cloud environments.</p> <p>Wireless network operational experience</p> <p>Knowledge of network services such as Active Directory, DNS, DHCP, SMTP, SFTP, and SNMP.</p> <p>Solution-oriented, able to collaborate with all levels of management and staff, and able to work on tight timelines and be on-call.</p> <p>Possesses excellent problem-solving, analytical, and organizational skills, and is able to work methodically and proactively in a minimally managed environment</p> <p>Language: Fluent in Japanese and Business English</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)

Salary	JPY - Japanese Yen JPY 4000K - JPY 5000K
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