Job Detail

Staff Level

Position Title	On-Site IT/Desktop Support Engineer (Japanese+English)
Company Name	EIRE Systems K.K.
Activated / Updated	2024-04-30 / 2024-04-30
Job Type	IT (Other) - IT Help Desk IT (Other) - In-house System Operator IT (Hardware/Network) - Communication Infrastructure (Including ISP and Career)
Industry	IT Consulting
Location	Asia Japan Tokyo
Job Description	★ Resident (On-site) Desktop/IT Infra Technical Support for corporate end-user systems (hardware & software) ★ Rapidly expanding environment, international corporate culture, with many opportunities for career growth! ★ Location: Ome-shi, Tokyo Our client is rapidly expanding throughout Asia Pac. In taking on this challenge as a resident IT Support Engineer, based in the client's West Tokyo office, you will become a critical member of a very exciting phase of the company's growth and development. Role & Responsibilities: ● In collaboration with the Level 2/3 teams in the remote Network Operations Center, provide on-site IT technical support, system administration and smart-hands services on all corporate IT Systems in the Japan offices, including: 　◎Windows-based End User hardware and software (Windows OS, PCs/notebooks, mobile devices, printers, Microsoft 365, Intune, Outlook, etc.); 　◎Microsoft Teams Video Conferencing units; 　◎Cisco, Fortigate and Ubiquiti Network devices, and; data Storage devices. ● Analyze and provide IT-related resolutions and assistance to customers and internal organizations (i.e. system engineers, consultants, etc.). ● Analysis of customer problems, using professional tools and methods to simulate and accurately define problems, effectively escalate to development/engineering teams and follow-ups to ensure problems are fixed to the satisfaction of customers. This may require travel to the customer's site if problem duplication efforts are not effective in resolving customer problem. ● Exercise independent judgment in support activities and IT delivery techniques, while still following policy/procedures. ● Create, review, validate and follow IT Service documentation such as Standard Operating Procedures; Undertake and document Root Cause Analysis (RCA) ● Evaluate product performance and serviceability in order to contribute to the design of new or modified products. ● Work on a 8 hours x 5 days schedule. On-call duties for evenings and weekends may be required from time-to-time. Language Skill Requirements: ● Bilingual Japanese and English to communicate effectively with colleagues, partners and vendors in a Japanese/English bilingual environment.
	EIRE Systems is a leading independent provider of professional IT services to the financial, insurance and multinational sectors in Japan and throughout the Asia-Pacific region. EIRE Systems has expertise across a wide spectrum of Information Technologies, with a track record for successfully completing

Company Info	hundreds of assignments since its establishment in 1996. We provide professional IT services, both project-based and ongoing operational support, in two main areas: 1. IT Services 2. Project Management EIRE Systems - Tokyo, Asia-Pacific, Beyond... EIRE Systems provides a wide-range of career choices for internationally-minded technology and support professionals. From the company's small beginnings, EIRE Systems currently has 130 Tokyo-based employees and is expanding it's local, regional and global expertise. We have established offices in Hong Kong, Singapore and Shanghai and are reaching further as we grow our presence throughout the Asia-Pacific. Measures against passive smoking: No smoking indoors allowed.
Working Hours	Monday to Friday, 8:30am to 5:30pm
Qualifications	Language Skill Requirements: 1. English: Excellent oral and written communication skills using English 2. Japanese: High-Intermediate / Business level Japanese, with ability to communicate effectively with colleagues and partners in a Japanese/English bilingual environment. Skills & Experience Requirements: ● 2+ years professional experience providing Technical Support for corporate end-point technologies (Windows OS computers, mobile devices, MS Office, etc.) and IT infrastructure (smart hands support) ● Ability to diagnose and troubleshoot general networking and system level issues with computers, business applications, operating systems, servers. ● Knowledge of basic networking technical concepts and fundamentals for trouble-shooting ● Familiarity with Ethernet technologies, cabling and fault finding connectivity issues (copper/fiber). ● Preferred: an academic background in Information Technology subject and/or professional level technical certifications for computing, systems or IT infrastructure. Soft Skills: ● Excellent customers service interaction skills especially in stressful situations. ● Be highly motivated to take action in creating opportunities or avoid problems. Be able to use initiative and encourage initiative in others ● Team Player. Must be able to work well in a collaborative environment that promotes sharing of knowledge and experiences. ● Able to prioritize and promptly respond to customer issues/requests
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 5500K - JPY 6000K
Salary Description	Social Insurance Commuting/ Transportation Allowance Education/ Training Relaxation Facilities
Holiday Description	Five-Day Workweek Paid Holidays Sick Leave