

Job Detail

Staff Level

Position Title	APAC IT Support Engineer - Global Manufacturing Company
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-01 / 2024-05-01
Job Type	IT (Hardware/Network) - Network Engineer
Industry	Machinery Manufacturer
Location	Asia Japan Tokyo
Job Description	<p>You will have a chance to work not only with Japan but also other APAC regions.</p> <p>Description</p> <p>*</p> <p>Deliver comprehensive technical support from start to finish, offering IT assistance to end-users within designated regions. This encompasses diagnosing and resolving hardware, software, and network issues, both remotely and on-site when necessary.</p> <ul style="list-style-type: none"> * Ensure uninterrupted support by participating in the on-call rotation to provide after-hours assistance and timely support for users in the APAC region during their local business hours. * Maintain and optimize IT infrastructure by installing, configuring, and managing computer systems, peripherals, and software applications. Collaborate with other IT teams to address complex issues and ensure seamless operations. * Empower end-users through training sessions on essential IT functions and procedures, enhancing their technical proficiency and self-reliance. * Document and enrich the knowledge base by recording processes, best practices, and relevant materials to facilitate efficient troubleshooting and training. Maintain accurate records of support requests, resolutions, and hardware/software inventory. * Manage or contribute to various assigned projects as required, ensuring their timely completion and alignment with company objectives. Collaborate with cross-functional teams to resolve issues and successfully complete projects. * Provide timely reporting of issues, status updates, and resolutions to management. Communicate effectively with internal stakeholders and IT teams to support meetings and uphold video conferencing infrastructure. * Manage relationships with local IT vendors for A/V, networking, security, and printer support. Maintain adequate equipment inventory through strategic planning, ordering, receiving, restocking, and conducting regular inventory counts to ensure accuracy and compliance with established processes. <p>Profile</p> <ul style="list-style-type: none"> * Possession of an Associate's degree, relevant technical certifications, or equivalent work experience is mandatory. * A minimum of three year's experience providing support for both Windows and Apple operating system computing environments. * Demonstrated proficiency in troubleshooting complex issues. * Exceptional customer service skills, strong organisational abilities, and the capacity to work autonomously with minimal supervision. * Outstanding verbal and written communication skills, with fluency in English tailored for business contexts. * Experience in utilising Help Desk software and effectively managing assignment queues, including platforms like Service Now and Remedy. * Comprehensive understanding of Microsoft and Apple Operating Systems, alongside networking principles. * Availability for weekend and non-business hours support as necessitated by operational requirements. * Preferred certifications encompass CCENT or higher, various MCITP certifications, Security+, A+, and ITIL. * Flexibility to undertake additional projects beyond regular daily duties, as

	<p>dictated by business needs. * Capable of regularly lifting and relocating equipment, such as computers and monitors, weighing approximately 25lbs.</p> <p>Job Offer</p> <p>* Opportunities to work with international teams</p> <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Keisuke Saita at +81 3 6832 8930.</p>
Company Info	<p>Our client is a global leader in healthcare. They design, manufacture, and market a healthcare platform. With a strong presence of the brand, they offer a wide range of medical solutions tailored to meet the diverse needs of its clients.</p>
English Level	<p>Business Conversation Level (TOEIC 735-860)</p>
Japanese Level	<p>Business Level(JLPT Level 2 or N2)</p>
Salary	<p>JPY - Japanese Yen JPY 9000K - JPY 11000K</p>