Job Detail

Position Title	[Recruiting support positions] Customer support agent, infrastructure technical support engineer, cost controller [Experienced and inexperienced applicants welcome. Open selection process!]
Company Name	HCL JAPAN LTD./株式会社エイチシーエル・ジャパン
Activated / Updated	2024-06-04 / 2024-06-04
Job Type	Finance/Accounting - Accounting/Finance IT (Other) - Customer Support Engineer Customer Service - Customer Support
Industry	IT Consulting
Location	Asia Japan Tokyo Asia Japan Shizuoka Asia Japan Gunma
Job Description	HCL Tech is a global ICT services company. We are currently hiring multiple operations support agents and technical consultants to join our existing operations team! As the person in charge of client projects in Japan, you will be working mainly with the domestic team to provide user support and handle inquiries. If you are looking to build a career in the ICT services industry or are looking to step up, why not join our team and show your skills? We look forward to your application! The environment will mainly be Japanese-speaking. Business-level English skills are welcome. *We may introduce you to other projects depending on your experience, where you live, etc.
Company Info	About HCLTech: HCLTech is a global technology company, home to more than 221,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2023 totaled $12.9 billion. We have been named a Global Top Employer for 2023 and certified as a Top Employer in 25 countries by the Top Employers Institute across three regions, Asia Pacific, North America and Europe, for consistency in people practices across the globe. Of the 25 countries, HCLTech is ranked number one in 18 countries, including Japan. These accolades demonstrate our commitment to fostering a work environment with an innovative and progressive work culture. To learn how we can supercharge progress for you, visit hcltech.com HCLTech is an equal opportunity employer and we are also looking at hiring people with disability <PWD> across various functions within our business in HCLTech Japan. We encourage candidates with PWD to apply for this role and we would fast process applications in line with meeting our objective to hire PWD employees. Online interview by default, if minimal face to face interview required. 【Measures against passive smoking】 Designated smoking area mostly outside the office building
Working Hours	Generally 9am-6pm, with breaks May vary slightly depending on the project
	[Infrastructure Support Engineer] On-site work New graduates and second-time new graduates welcome Tokyo (Kyobashi area),

Qualifications	Gunma (Yahatacho area) Experienced candidates welcome Shizuoka (Omaezaki area) Main duties: ・Join HCL's existing team and support and respond to computer and infrastructure issues for users (customers) ・Internal and external reporting, etc. ・Bilingual welcome (communication with internal global teams, conversation and chat welcome) This position is for experienced desktop support team members. Partner with client's IT design team and level 1 service desk to provide core support. The operating environment includes standard infrastructure and desktop technology, and hardware asset management. Manage inventory in the IT stockroom to ensure sufficient stock for basic operations. [BPO call center/user support work] Working at Akasaka HCL office in Tokyo, currently working in hybrid mode Support and problem resolution by responding to inquiries about reservations, etc. from users related to education and training, mainly in Japanese, by email and phone. ・Respond to inquiries from users/clients, provide information, and solve problems (by phone and email) according to the determined SLA ・Understand user requirements and provide responses and services in accordance with quality standards ・Can work independently and with responsibility ・Can work while valuing teamwork ・Business level (reading and writing) English skills (preferable, those who want to take on challenges are also welcome) People who like support and hospitality work are welcome [Cost Controller Position] Futako Tamagawa area On-site work - Reasonable understanding of Budgeting practice - Having experience in Forecasting and Monitoring - Reasonable understanding of Accounting entries treatments - Strong time management and Problem Solving skills - Reasonable level of self-organization, Innovative mindset, Initiatives - Team Player - Good communication skills - Proficient in MS Office - Hands on experience with ERP/Purchase related tools - At least 3 years of experience in Cost Controller, Purchase Management related experience -English business proficiency is needed, Japanese proficiency is nice to have -Telecom industry experience is nice to have
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3500K - JPY 6000K
Salary Description	Determined based on experience, qualifications, position, etc. Example: Customer support position: expected annual income 3.8 million to 4.2 million yen Infrastructure technical support engineer position: expected annual income 3.8 million to 6 million yen (3.8 million to 4.5 million to 5 million yen for those with no experience and junior engineers) Cost controller position: expected annual income 3.8 million to 5 million yen *This position is for a one-year contract employee (with possibility of renewal) Social insurance provided Recreation facilities Education and training No separate transportation allowance (except for business trips and work at other sites) Annual salary system, with a variable bonus of a few percent (details will be explained at the time of employment) Kanto IT Health Insurance Association Benefit Station Online training

Job Contract Period	Full-time employee Excluding cost controller position (contract employee)
Nearest Station	[Infrastructure Support Engineer] On-site work Tokyo (Kyobashi area), Gunma (Yahatamachi area), Shizuoka (Omaezaki area) [BPO Call Center/User Support Work] Tokyo, Akasaka HCL office work, currently hybrid work [Cost Controller Position] Futako Tamagawa area, on-site work *Work location may change in the future, such as full-time office work