

Job Detail

Women Welcome

Staff Level

Position Title	Field Services Engineer / Technical Customer Support
Company Name	EIRE Systems K.K.
Activated / Updated	2024-04-16 / 2024-04-30
Job Type	IT (Other) - IT Help Desk IT (Other) - In-house System Operator IT (Hardware/Network) - Server and Machine Operation and Maintenance
Industry	IT Consulting
Location	Asia Japan Tokyo
Job Description	<p>Great opportunity for a Japanese and English speaking Technical Support Engineer with a passion for providing outstanding customer service and who has the desire to learn and develop technical skills.</p> <p>As a Field Service Engineer, you will work as part of a team supporting financial industry customers in and around the Tokyo area.</p> <p>This role is not a regular desk-bound job. It offers an interesting balance of work internally within the office and the opportunity to move around between customer sites. You will be regularly required to visit customer offices and datacenter sites to perform on-site technical support work.</p> <p>※As a measure to reduce possible exposure to Covid-19, when not required to visit client sites, we can offer the flexibility for you to choose if to work from home or from the Tokyo head office.</p> <p>This Technical Support role will give you a chance to use your Japanese/English communication and organizational skills while working with industry leading technology tools within a dynamic fast-paced environment.</p> <p>We are looking for a candidate who has a desire to learn and develop their technical knowledge. You'll be given the opportunity to work with a team in a very multi-cultural setting and gain invaluable technical and customer service experience.</p> <p>【Job duties:】</p> <ul style="list-style-type: none"> ● Helping customers with hardware, software, and networking problems, face-to-face with customers ● Installing and servicing PC and network hardware and software at customer sites - mostly office and data center environments. ● Arranging delivery and removal of computer and network hardware, including related administrative tasks. ● Providing outstanding customer service – both in-person and by phone/email
Company Info	<p>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 hundreds of assignments since its establishment in 1996.</p> <p>We provide professional IT services, both project-based and ongoing operational support, in two main areas:</p> <ol style="list-style-type: none"> 1. IT Services 2. Project Management <p>EIRE Systems - Tokyo, Asia-Pacific, Beyond...</p> <p>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.</p>

Working Hours	9am - 6pm (8hr work day)
Qualifications	<p>【Required Skills:】</p> <ul style="list-style-type: none"> ● Professional level experience supporting Windows computers ● Proven customer service-oriented background with experience solving customer problems of either over the phone or on client site. ● Great communication skills plus business-level proficiency in written and spoken Japanese and English ● Some exposure to basic networking (example: internet routers, server hardware, cables and patching). ● Ability to multi-task, plan and prioritize work ● Ability to lift and carry PC and network equipment is required. ● Flexibility, time management skills and physical stamina are all essential attributes for this role. <p>Applicants should be based in Japan and available for interview.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 4500K - JPY 6000K
Salary Description	<p>Full Commuting/Transportation Expenses paid</p> <p>Fully paid Overtime Allowances</p> <p>Social/Health Insurance</p> <p>Incentive Bonuses for achieving IT industry qualifications</p> <p>Voluntary company events throughout the year (Examples: Christmas Party, Ski Trip, Go-Karting, other seasonal events and get-togethers)</p>
Holiday Description	<p>Five-Day Workweek</p> <p>Paid Holidays</p> <p>Refresh Holidays</p>
Nearest Station	<p>Marunouchi (about 1-2 minutes from JR Tokyo Stn.)</p> <p>※As a measure to reduce exposure to Covid-19, when not required to visit client sites, we can offer the flexibility for you to choose if to work from home or from the Tokyo head office.</p>