

求人情報

スタッフレベル

ポジション名	【英語使用】デスクトップサポートスペシャリスト募集！
企業名	株式会社エイチシーエル・ジャパン/HCL JAPAN LTD.
掲載開始・更新	2024-04-19 / 2024-04-30
職種	IT関連（その他） - IT ヘルプデスク IT関連（その他） - カスタマーサポートエンジニア IT関連（その他） - 社内システム担当
業種	ITコンサルティング
勤務地	アジア 日本 東京都
仕事内容	<p>ビジネス拡大につきL2/L3デスクトップサポートスペシャリストを募集しています。 英語力を生かして働くことができます。</p> <p>職務内容 The IT Helpdesk Technician – Level II/III is responsible for desktop, laptop, audio visual and other user device support including, but not limited to, break/fix, configuration issues, troubleshooting, software installations, hardware repair of both Microsoft Windows and Apple OS X machines. This position will be the on-site resource for working on issues escalated by Level 1 support. The Level II/III Deskside tech will also be responsible for researching and implementing fixes for new issues and working on tasks and issues as directed by the Associate Director of IT Operations. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values and established processes and procedures.</p>
企業について(社風など)	<p>About HCLTech:</p> <p>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.</p>
勤務時間	9:00-18:00を想定 休憩60分 クライアント先により多少変動の可能性あり
応募条件	<p>Skills</p> <ul style="list-style-type: none">• Experience with Windows 10, 11 and Mac OS X devices.• Experience with current Microsoft desktop OS & apps, specifically Office 365• Exposure to Windows server operating systems• Experience with Zoom, Slack.• Experience with Ricoh Printers• Experience with Audio Visual and Conference Room assistance• Experience with information security applications on the desktop• General Application Support• Basic Networking understanding• White Glove customer service• Excellent communicator <p>Requirements</p> <ul style="list-style-type: none">• Must be intermediately proficient in Reading, Writing and Speaking Japanese• Must be intermediately proficient in Reading, Writing and Speaking English <p>Education</p> <ul style="list-style-type: none">• Bachelor's Degree in MIS or 5+ years of comparable experience.
英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	流暢 (日本語能力試験1級又はN1)
年収	日本・円 350万円 ~ 800万円
給与に関する説明	社会保険完備 教育研修
	完全週休2日制 (土・日・祝祭日) 有給休暇

休 日	慶弔休暇 育児休暇 傷病休暇
契約期間	正社員雇用
最寄り駅	東京都千代田区