



About Concentrix

Concentrix is a global business services firm that transforms the customer experience, and streamlines front and back office and industry-specific processes to provide the highest value from every customer interaction. A Top 10 Services Provider, it partners with its clients to deliver end-to-end customer engagement services, technology innovations, analytics, process optimization, and business improvements.

With a presence in more than 25 countries and a staff of more than 100,000 globally who speak 40+ languages. Concentrix provides highly valued services to clients in 10 primary industries, leveraging outstanding process capabilities, and sophisticated operational excellence with global scale, deep analytical capabilities, relevant and innovative technologies, and the best staff in the market.

Job Description

Role: IT Staff Asahikawa (Helpdesk)

Reporting to: IT Manager, Japan

Location: Asahikawa, Hokkaido, Japan

The Role

Job Description

- Desk Side Support for iMac or PC
- iMac or PC - Software deployment, upgrade, management
- NW, Mac or PC Server, Voice L1 Support
- IT Health Check
- IT Asset Management
- IT related documents management (NW diagram, Rack structure, etc)
- point of contact with Concentrix IT team, Client IT team
- 9 hours (including lunch time) per day from 8am to 23 pm.
- 5 days a week including Sat, Sun.



Qualifications

3 years experience of Desk Side Support

3 years experience of PC

NW or server or Unix knowledge/experience will be encouraged

English Read/Write

Salary range

Market rate (based on experience)

Context

We have 220 seats at Asahikawa site and there we have 2 big accounts (Projects).

We need to hire Helpdesk staff to support call center operation, and so on.