



Title: System Engineer (LAN)

Location: Torrance, CA

Job Description:

- Assists & Support customers (internal & external) with installation, upgrading, configuration, troubleshooting and ongoing usability of workstations (desktops/laptops) printers, peripheral equipment, networking hardware, VPN, and software (on-site and remote);
- Support in-person and remote employee support on hardware, software, questions, and network related problems (on-site and remote);
- Manage related to servers & Network document;
- Creates, manages, documents and updates trouble tickets as necessary within the company ticketing system;
- Escalation of problems when unable to resolve;
- Other duties as assigned by Supervisor;
- Provides advanced level technical support with the Microsoft suite of products (Windows 7/8/10, Office 2010/2013/2016, etc.);
- Ensures successful completion of all daily tasks (externally and self-assigned);
- Make a selection of HW, SW and License;
- Design LAN/system and provide solution to the customers;
- Support Sales team for hearing and proposal materials;
- Work at night and weekend if needed;
- Take a business trip with U.S. and aboard if needed;
- Create and update System Document, Operation Manual, Knowledge Base, Trouble History, etc.) and
- Performs any and all other assigned and /or related tasks and duties, as determined by KDDI America in its sole discretion.

Qualification / Requirements:

- English (Required), Japanese (Required)
2+ Years Work experience as LAN Engineer or PC Support
- Helpdesk support experience (Preferred)
- CCNA/CCNP/Network+ (Preferred)
- MCSA/MCSE (Preferred)
- 2+ years of TCP/IP network work experience or equivalent knowledge.
- Communication skills with customers, vender/carrier and company staff.
- Documentation skills.
- Microsoft office products (Visio, Word, etc.) skills.
- Own car for visiting customer offices