EIRE
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Bilingual IT End User Support Engineer (on-site & remote)

Opportunity to learn finance sector IT!

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1294716

Division
On-site End User Support Services

Industry
IT Consulting

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Minato-ku

Train Description
Nanboku Line, Roppongi Itchome Station

Salary
4.5 million yen ~ 6 million yen

Refreshed
November 19th, 2026 08:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

Bilingual IT Support Engineer (Junior/Mid-level) - Financial Services Industry

Fantastic entry-point opportunity into the Financial Services industry, for a junior to mid-level IT Helpdesk / Desktop Support Engineer (i.e. 1-3 years experience).

Your bilingual (Japanese & English) talents, friendly and customer-centric attitude, aptitude for learning new technology and

hunger to develop your skills and advance your career will be key to success.

In this customer-facing role, you'll work with an international team, to deliver and support desktop and office-based technology solutions for all groups across the company (a mid-sized global Finance/Securities company).

You'll support and troubleshoot issues with a variety of technologies including but not limited to: Windows Desktop, basic networking (TCP/IP, DNS, Cabling), Remote Access Connectivity (VPN), Corporate iPhone and BYOD software/tools and Telephony systems.

Roles/Responsibilities:

- Directly support the technology user queries onsite in-person and remotely (via phone and video communications tools, email, instant messaging, remote access tools)
- Give training to internal staff on new technology products and initiatives.
- Build and deploy PCs, laptops and mobile computing devices; updating/maintaining inventory records.
- Deliver small projects daily, such as staff moves, software deployments or hardware rollouts.
- Liaise with external vendors and off-site teams for support or maintenance work.
- Take ownership of client technology problems or requests, keeping people updated on the status, until satisfactorily resolved.

Technologies in-scope will include but not be limited to:

- Microsoft Windows 10 OS, Office 365 (Outlook, Excel, Word, etc.), Active Directory and other Windows-based software/tools
- Desktop hardware, LAN cabling, printers and various other peripherals and devices.basic networking (TCP/IP, DNS, Cabling), Remote Access Connectivity (VPN)
- iPhone and iPad, Android, and the associated management software
- (On the job training to be provided for): Various business applications and Finance industry Market Data applications such as Bloomberg, Reuters, EBS, Factset. Telephony systems (Cisco VoIP phones / Dealing Consoles / Voice Recording)

Required Skills

Qualifications and Experience:

- Fluent in Japanese and confidence communicating at work using English (both verbal and written proficiency).
- Experience working within a corporate environment, providing technical support for business people (1-3 years experience)
- Academic background in IT **and/or** professional certifications such as MCP, MCSA, CompTIA A+
- Experience working with service management software tools or ticketing systems.
- Ability to effectively communicate and collaborate with local and overseas support teams.

Company Description

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 projects and IT services assignments since its establishment in 1996.

We provide professional IT services, both project-based and ongoing operational support, in two main areas:

1. IT Services
2. Project Management

EIRE Systems provides a wide-range of career choices for internationally-minded technology and support professionals. From the company’s small beginnings, EIRE Systems continues to increase its local, regional and global expertise. We have established offices in Tokyo, Hong Kong, Singapore and Shanghai and are reaching further as we grow our presence throughout the Asia-Pacific region.

「エイラシステム株式会社」は、1996年、アイルランド出身の2人により日本で設立されました。
東京・シンガポール・香港・上海を拠点に、主に外資系企業に様々なITサービスを提供。
プロジェクトと継続的なサポートの2つの領域において、ITサービスを展開しています。

1. ITサービス
   • オンサイトコンサルティング
   • オンコール & リモートサポート
   • マネージドサービス

2. プロジェクトマネージメント
   • ITインフラストラクチャープロジェクトマネジメント
   • 移転プロジェクトマネージメント
   • 戦略分析
   • 事業継続プランニング及び災害復旧

エイラシステムでは幅広いITキャリアを選択いただけます。
少人数による創立からスタートし、拡大・成長し続けています。