



IT Support Engineer Exclusive job

Job Information

Hiring Companysmartims.com**Subsidiary**

SmartIMS

Job ID

1490835

Industry

Bank, Trust Bank

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Japan

Salary

3.5 million yen ~ 4.5 million yen

Refreshed

January 23rd, 2026 05:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Entry Level

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Provide end-user support, diagnose issues, and troubleshoot complex technical problems.
- Maintain IT processes, document solutions, track recurring issues, and escalate as needed.
- Support office operations, vendor management, and scheduled/on-the-spot user training.
- Cover for IT staff during travel or leave.
- Maintain, install, and troubleshoot desktops, laptops, printers, servers, and A/V equipment.
- Coordinate with vendors/manufacturers for warranty and maintenance issues.
- Support standard and web-based software applications.

- Monitor and maintain networks, servers, LAN/WAN, and wireless environments.
 - Provide remote access support for users, including mobile device connectivity and Microsoft 365 apps.
 - Set up and manage video conferences and hybrid meetings, including AV equipment and presentation PCs.
 - Provide IT support for workshops, conferences, and off-site events.
 - Maintain IT asset records, software inventory, system configurations, and network diagrams.
 - Manage office consumables and vendor records.
 - Assist in data backup and recovery aligned with disaster recovery strategies.
 - Log and resolve calls using ticketing systems (e.g., ServiceNow) and maintain SLA standards.
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Required Skills

- Bachelor's degree in Computer Science, IT, Engineering, or related field with a minimum of 3 years' relevant experience; OR Associate's degree with at least 5 years' relevant experience.
 - Conversational skills in Japanese and English (minimum TOEIC 800 / TOEFL iBT 90 / PBT 570).
 - Experience providing on-site IT support and troubleshooting Windows 11, Microsoft 365 apps (Word, Excel, PowerPoint, Outlook, Teams, SharePoint), and web browsers (Chrome/Edge).
 - Proficiency with Apple devices (iPhone, iPad, MacOS) and supporting desktops, laptops, printers, video conferencing, and hybrid meetings (Webex/Teams).
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Company Description