



## IT Support Engineer Exclusive job

### Job Information

#### Hiring Company

[smartims.com](http://smartims.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