



Senior Deskside Support in Tokyo

Permanent Position

Job Information

Hiring Company[Intersoft K.K.](#)**Job ID**

1532051

Industry

Medical Device

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ Negotiable, based on experience

Refreshed

May 1st, 2025 04:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are seeking an experienced and customer-focused Senior Deskside Engineer to join our IT support team in Tokyo. The ideal candidate will have a strong technical background, proven experience supporting Japanese end users, and the ability to communicate effectively in both English and Japanese. This role involves hands-on support of hardware, software, and IT services in a dynamic business environment.

Key Responsibilities:

- Provide deskside and remote support to local and regional users, ensuring timely resolution of IT issues.

- Troubleshoot hardware (laptops, desktops, mobile devices), software, network, and peripheral problems.
 - Install, configure, and maintain Windows and Mac OS systems, productivity software, and business applications.
 - Act as the primary technical contact for VIP users and critical incidents in the Tokyo office.
 - Collaborate with global IT teams for escalations, system rollouts, and infrastructure improvements.
 - Maintain and update IT documentation, asset inventory, and support procedures.
 - Ensure compliance with company IT policies, security guidelines, and operational standards.
 - Mentor junior engineers and contribute to knowledge-sharing within the team.
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Required Skills

Requirements:

- 4+ years of experience in a deskside or IT support role, preferably in an enterprise or multinational environment.
- Hands-on experience with Windows 10/11, Office 365, Active Directory, and ITSM tools (e.g., ServiceNow).
- Strong troubleshooting skills across hardware, software, and network layers.
- Experience supporting Japanese users and an understanding of Japanese business culture.
- English communication skills (business level, verbal and written).
- Japanese language proficiency at **JLPT N3 level or higher** (daily conversation and basic technical communication).
- Customer-oriented mindset with a proactive, problem-solving attitude.
- Ability to work independently and manage time effectively.

Preferred Qualifications:

- IT certifications such as CompTIA A+, Microsoft M365/MD-102, or ITIL Foundation.
 - Experience in financial services, legal, or other regulated industries.
 - Mac support experience is a plus.
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Company Description