



Senior Desktop Engineer at Investment Bank

Permanent Position + Great Salary

Job Information

Hiring Company

[Intersoft K.K.](#)

Job ID

1539876

Industry

Investment Banking

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, Minato-ku

Salary

7 million yen ~ 10 million yen

Work Hours

9am - 5pm

Holidays

Saturday, Sunday + National Holidays

Refreshed

June 6th, 2025 03:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are seeking an experienced **Senior Desktop Engineer** to join the end-user technology team of a leading global investment bank. The successful candidate will be responsible for delivering high-quality desktop support and engineering services to ensure stable, secure, and high-performing end-user computing environments for our Japan-based employees.

This role requires strong technical expertise, excellent communication skills in both Japanese and English, and the ability to work effectively in a fast-paced, regulated financial services environment.

Key Responsibilities:

- Provide **Level 2 and Level 3** support for desktop-related issues including Windows OS, Microsoft 365, and virtual desktop infrastructure (VDI)
- Act as the technical lead for desktop engineering initiatives such as system upgrades, patch management, and hardware lifecycle planning
- Collaborate with regional and global IT teams to implement standardized desktop images, GPO policies, and endpoint security controls
- Support audio-visual systems, conference rooms, and VIP/end-user equipment setups
- Troubleshoot and resolve issues with market data terminals (Bloomberg, Reuters, etc.)
- Create and maintain documentation, knowledge base articles, and technical procedures
- Participate in BCP/DR planning and testing for end-user infrastructure
- Maintain compliance with global IT security and regulatory policies
- Provide technical mentorship to junior support staff and assist with training as needed

Required Skills

- Minimum 5–7 years of experience in desktop engineering or end-user support, preferably in a **financial services or enterprise environment**
- Strong hands-on experience with **Windows 10/11**, Active Directory, SCCM/Intune, and Microsoft 365
- Experience with **Citrix VDI**, remote access tools, and endpoint management platforms
- Familiarity with scripting (e.g., PowerShell) for automation and administration
- Knowledge of **ITIL best practices** and ticketing systems such as ServiceNow
- Experience supporting **trading floor environments** and familiarity with financial applications is highly desirable
- Ability to work independently and manage multiple priorities under tight deadlines
- Excellent problem-solving and customer service skills

Language Requirements:

- **Japanese:** Native level (reading, writing, and verbal communication)
- **English:** Business level (ability to interact with regional/global teams and document procedures)

Preferred Qualifications:

- Microsoft certifications (e.g., MCSA, MS-100, MD-102) or relevant technical credentials
- Experience working in a multinational or investment banking environment
- Understanding of Japan-specific compliance and data privacy regulations (e.g., FISC)

Company Description