

IT Support Engineer (Hybrid / International Environment)

International work environment

Job Information

Hiring Company

Computacenter Japan K.K.

Job ID

1543222

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Other

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 6.5 million yen

Refreshed

October 27th, 2025 04:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Company: Computacenter

Location: Central Tokyo (Hybrid work available – onsite & remote balance)

Join a global IT leader supporting a renewable energy client in Tokyo!

We are seeking a skilled and motivated **Bilingual IT Support Engineer** who is passionate about technology, enjoys working in a multicultural team, and values flexibility and work–life balance.

At Computacenter, you'll have the opportunity to support an international environment, collaborate with global teams, and grow your career in a company that values professional development and internal promotion.

About the Role

As an **IT Support Engineer**, you will ensure smooth daily IT operations for our client by providing technical support, maintaining systems, and improving end-user experiences. You'll be the key link between local users and global IT teams, helping to keep systems secure, efficient, and user-friendly.

While knowledge of IT Infrastructure and Cybersecurity is important, the focus is on IT support, documentation, and user satisfaction

Key Responsibilities

IT Support

- Provide bilingual IT support (English/Japanese) to local users and coordinate with global IT teams.
- · Manage and resolve support tickets efficiently.
- Install, configure, and maintain computer hardware, software, networks, printers, and peripherals.
- · Handle end-user account management (creation, administration, deletion, and periodic reviews).

User Engagement & Continuous Improvement

- Identify opportunities to improve IT processes and enhance user experience.
- Keep users informed about issue status and ensure timely resolution.
- · Collaborate with regional IT colleagues to standardize services and improve efficiency.
- Promote adoption of new technologies and digital tools within the organization.

Systems & Network Support

- · Deploy and refresh laptops and other devices.
- Set up desks and meeting rooms, including hardware and AV support.
- Support cloud-based systems such as Azure (Entra ID), Office 365, and Teams.
- Troubleshoot network issues and perform basic firewall and log management tasks.

IT Security

- Ensure IT security best practices (patching, access control, antivirus, encryption, etc.).
- · Conduct security reviews as required.

Documentation & Asset Management

- Document IT processes and maintain accurate records of IT assets and licenses.
- Prepare periodic reports and participate in global IT meetings.

Why Join Us

- Work in a global and diverse IT team environment.
- Hybrid work model (on-site + remote) with flexible arrangements.
- Enjoy work-life balance with supportive leadership.
- · Clear career growth opportunities within Computacenter.
- Contribute to a renewable energy client shaping a sustainable future.

ITサポートエンジニア(ハイブリッド勤務/国際的な環境)

再生可能エネルギー関連クライアントをサポートするグローバルIT企業、Computacenterでは、**英日バイリンガルのITサポートエンジニア**を募集しています。

国際的な環境で働きながら、柔軟な働き方とワークライフバランスを重視したい方に最適なポジションです。

【ポジション概要】

ITサポートエンジニアとして、クライアントオフィスのITサポートを担当し、システムの運用・保守やエンドユーザー支援を行います。

ローカルユーザーとグローバルITチームをつなぐ架け橋として、快適で安全なIT環境を支える重要な役割です。

ITインフラやセキュリティ知識も求められますが、重視されるのは**サポート品質、ドキュメンテーション、ユーザー満足** 度です。

【主な業務内容】

- 社内外のユーザーおよび海外ITチームとの連携・サポート対応
- サポートチケットの受付・対応・管理
- ハードウェア/ソフトウェア/ネットワーク/周辺機器の設定・保守
- エンドユーザーアカウントの管理(作成~削除、定期レビュー)
- 業務改善提案やITプロセスの最適化
- 会議やイベントでのAVサポート
- Azure、Office 365、Teamsなどのクラウドサービスの管理
- セキュリティパッチやアクセス制御の実施
- IT資産・ライセンスの管理、グローバルIT会議への参加

Required Skills

Requirements

- Minimum 4 years of experience in desktop and network support.
- Experience using an incident ticket management system.
- Bilingual English & Japanese (JLPT N2+ / TOEIC 730+ or equivalent).
- Strong technical knowledge of desktop, network, and cloud-based systems.

Technical Skills

- Windows 10/11
- Azure (Entra ID), Office 365, SharePoint Online, Teams
- Endpoint Security (Defender for Endpoint)
- Azure Endpoint Manager / Intune
- File Server / NAS
- LAN, Wi-Fi, VPN
- Basic network and security knowledge

Location

• Work at a client site in central Tokyo (hybrid work available with one remote day per week).

Languages

- Japanese: JLPT N2 or higher (reading/writing/speaking)
- English: Business level (TOEIC 730+ or equivalent)

【応募要件】

- ITサポート・ネットワークサポート経験3年以上
- インシデントチケット管理システムの使用経験
- 日本語(JLPT N2以上)および英語(TOEIC 730点以上または同等)でのビジネスコミュニケーションカ
- Windows/Office 365/Azure/ネットワークの基礎知識

【求める人物像】

- 国際的な環境で成長したい方
- チームワークを大切にしながら柔軟に対応できる方
- ワークライフバランスを重視し、安定したキャリアを築きたい方

【勤務形態】

• 東京都心のクライアント先勤務(週1日の在宅勤務可)

Company Description