



## IT Support Engineer [Computacenter] [Renewable Energy Client]

### Job Information

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

1543222

**Industry**

IT Consulting

**Company Type**

International Company

**Job Type**

Other

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

August 25th, 2025 09:00

### 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

Computacenter is seeking a skilled and motivated IT Support Engineer to join our onsite role at our Renewable energy client. The ideal candidate will have at least 4 years of experience in desktop support.

**Key Responsibilities:**

- Work closely with business stakeholders and overseas IT teams to provide IT services
- Provide End User Support
- Design, deploy, monitor, troubleshoot and improve IT Infrastructure (especially Desktop PC, IP Phones)
- IT Asset management
- Reporting
- Creating documentation (aimed at End-Users & aimed at IT)
- PC/Monitor setup for new joiners
- Desktop Support of PCs/Laptops/Tablets/Corporate mobile phones
- Rack and stack of network equipment (as needed)
- Basic configuration/troubleshooting of network equipment (Smart Hands support)

- Obtaining quotations for IT equipment including peripherals
- IT Equipment Disposal
- Communication Tools support including Video conferencing support, IP Phones
- Monthly system health check
- Maintenance of Server room environment
- Support for Office Move/Extensions
- Planned or Emergency Onsite assistance
- Install new, dispose old, and configures operating systems (Windows, IOS), software applications (Microsoft Office), utilities and service packs based on end user needs.
- Perform software and hardware upgrades, routine maintenance, and monitoring. This include both client equipment like desktop, laptop, mobile devices if any
- Tests new software operating systems, upgrades and applications prior to implementing into production
- May train users in use of equipment and software.
- May participate in projects as a project team member.
- Update ticketing system in a timely manner.

**Work Location:**

Based out of at our client location which is in central Tokyo.

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**Required Skills****Requirements:**

- Minimum of 4 years of experience in desktop support and network support.
- Experience working with an incident ticketing management system.
- Bilingual proficiency in English and Japanese (business level, JLPT N2 or higher).
- Strong technical skills and knowledge of desktop support processes and Infra side too.

**Preferred Qualifications:**

- Excellent problem-solving skills with the ability to work independently.
- Experience working with overseas IT teams.
- Strong communication and interpersonal skills.
- Ability to thrive in a fast-paced and dynamic environment.
- IT certifications such as CompTIA A+, CCNA are a plus.

**Language Skills:**

- Must be bilingual with minimum JLPT N2 level reading/writing/speaking skills.
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**Company Description**