CareerCross by JAC Recruitment

Computacenter

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
July 21st, 2025 01:00

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.

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.

Company Description