



## Deskside Support Engineer in Tokyo

### Job Information

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

1544907

**Industry**

Insurance

**Company Type**

International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

3.5 million yen ~ 5 million yen

**Refreshed**

July 29th, 2025 12:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Fluent (Amount Used: English usage about 50%)

**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 Deskside Support Engineer to join our IT 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.

**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:

- 2+ 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