

MichaelPage

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IT User Support - Globally Known Investment Firm

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Job Information

Recruiter

Michael Page

Job ID

1545289

Industry

Private Equity Fund, Venture Capital

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Refreshed

June 23rd, 2025 15:51

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Join the IT team of a global financial institution to provide high-level support for end users and critical business systems. This is a hands-on role involving troubleshooting, hardware/software setup, and user administration.

Client Details

This role is with a globally recognized investment firm known for its long-standing expertise across diverse asset classes and markets. With offices in major cities around the world, the company fosters a highly collaborative and performance-driven culture, emphasizing teamwork, innovation, and long-term value creation.

Description

- Provide end-user support via phone, remote, and desk-side assistance
- Handle incident response for PC and LAN issues (on-call rotation included)
- Install, configure, and maintain PC hardware/software and peripherals
- Manage software licenses and IT asset inventory
- Troubleshoot complex issues related to desktops, laptops, printers, and network devices
- Administer user accounts, access rights, and system documentation
- Support Zoom/Teams conferencing and mobile device connectivity

- Maintain Active Directory, DNS, and DHCP environments

Job Offer

- Work in a high-performing and international environment
- Collaborate with professionals across the world.
- Opportunity to grow within a prestigious investment organization
- Exposure to modern tools, enterprise systems, and cloud-based collaboration platforms

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Naoko Toda at +81 3 6832 8648.

Required Skills

- Minimum 5 years' experience in IT support or service desk roles, ideally in finance
- Proficient in Windows 10, AD, DNS, DHCP, and security best practices
- Skilled in troubleshooting across devices, remote access, and collaboration tools
- Strong communication skills in both English and Japanese
- Self-motivated, customer-focused, and detail-oriented

Company Description

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