

MichaelPage

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【IT Helpdesk】 -Global Luxury Brand @Tokyo

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Job Information

Recruiter
[Michael Page](#)
Job ID

1545590

Industry

Retail

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

June 25th, 2025 09:56

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

Provide level 2 support to resolve issues and respond to IT-related requests from users in stores, offices, and warehouses. This includes support for PCs, networks, servers, in-house applications, mobile devices, and other daily-use technologies.

Client Details

A global luxury company headquartered in Europe. It handles leather goods, jewellery, and a variety of other products. They have business across many countries and doing well in Japan as well. It is a highly creative and socially responsible company in the luxury industry.

Description

- Monitor IT support status, provide status reports and recommendations for improvement
- Coordinates IT-related tasks related to store openings, renovations, relocations, and store closings in collaboration with multiple stakeholders
- Also works with functional and support teams in other countries to respond to issues and requests
- Manage PCs, peripherals, mobile devices, and network equipment
- Provide on-site support as needed

Job Offer

- Access to internal mobility within training programs and good opportunities for skill enhancement and career growth
- A lively and engaging workplace that supports a healthy balance between professional and personal life
- Opportunity to work in one of the world's largest luxury brands

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Ena Kino on +81366276097.

Required Skills

- 3+years experience in IT support
 - Strong expertise in PC hardware and related peripherals
 - In-depth understanding of both desktop and server operating systems
 - Proficient with widely used software applications
 - Experience with managing Active Directory
 - Skilled in diagnosing and resolving LAN, WAN, and WiFi network issues
 - Collaborative and customer-focused work approach
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Company Description

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