



茨城県でデスクサイドサポートのお仕事/Deskside Support Engineer in Ibaraki

Working in Ibaraki

Job Information

Hiring Company

Intersoft K.K.

Job ID

1545730

Industry

IT Consulting

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Ibaraki Prefecture, Shimotsuma-shi

Salary

3.5 million yen ~ 5 million yen

Refreshed

June 26th, 2025 13:03

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent (Amount Used: English usage about 25%)

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Provide on-site and remote technical support to end-users for hardware, software, and network issues.
- Install, configure, and maintain desktop/laptop computers, printers, mobile devices, and other peripherals.
- Troubleshoot and resolve incidents related to operating systems (Windows/Mac), applications (MS Office, browsers, etc.), and basic network connectivity.

- Manage user accounts, permissions, and access in Active Directory and other systems.
 - Escalate unresolved issues to higher-level support teams as necessary.
 - Document issues, resolutions, and procedures using the ticketing system (e.g., ServiceNow, JIRA).
 - Coordinate with vendors for hardware replacements or warranty claims.
 - Support video conferencing systems and AV equipment as needed.
 - Ensure compliance with company IT policies and procedures.
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Required Skills

Technical Skills:

- Proven experience as a Deskside Support Engineer or similar role.
- Strong knowledge of Windows 10/11, Mac OS, Microsoft Office 365, and common enterprise applications.
- Familiarity with Active Directory, user provisioning, and basic networking (LAN, VPN, DNS, DHCP).
- Hands-on experience with hardware troubleshooting and replacement.
- Experience with remote support tools and ticketing systems.

Soft Skills:

- Excellent communication and interpersonal skills.
- Ability to work independently and manage multiple tasks effectively.
- Strong problem-solving and analytical abilities.
- Customer-oriented mindset with a proactive attitude.

Qualifications:

- Bachelor's degree in IT, Computer Science, or a related field (preferred).
- Relevant certifications such as CompTIA A+, Microsoft Certified: Modern Desktop Administrator Associate, or ITIL Foundation (a plus).

Experience:

- Minimum 2–4 years of relevant IT support experience in a corporate environment.
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Company Description