



PR/095359 | IT Support Engineer / Helpdesk - Japanese Speaking

Job Information

Recruiter[JAC Recruitment Singapore](#)**Job ID**

1548801

Industry

Software

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

August 19th, 2025 20:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client is an IT consulting and system integrator company from Japan.

JOB RESPONSIBILITIES

Responding to IT support requests from users (via email, phone, and tickets)

- Basic troubleshooting for Microsoft 365, Windows PCs, and business applications
- Initial problem identification and escalation
- Maintaining FAQs and knowledge bases

JOB REQUIREMENTS

Education : Degree with major in IT, system engineer, computer science, or related field.

Experience :

- Experience in any of the IT Support/Helpdesk/Desktop/Customer Support or related positions
- Basic operational knowledge of Microsoft 365 and Windows PCs
- At least basic communication skill in Japanese is required in order to communicate with Japanese stakeholders
- Basic knowledge of ITIL is a plus

Apply online for more information about this opportunity.

JAC Recruitment Pte. Ltd.
EA License Number: 90C3026
EA Personnel: R1985155
Rui Watanabe

#LI-JACSG

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Company Description