



PR/086884 | IT Senior Support Engineer(f / m / d)

Job Information

Recruiter
[JAC Recruitment Germany](#)
Job ID

1549740

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Germany

Salary

Negotiable, based on experience

Refreshed

July 8th, 2025 17:32

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

A leading IT solutions provider based in Düsseldorf, Germany. It offers a wide range of services including network services, cloud solutions, and system integration (SI). The company is a member of a major Japanese IT group founded in 1992 as Japan's first Internet Service Provider (ISP). Leveraging its technical expertise, the company has expanded into a business that provides comprehensive IT solutions globally.

JOB RESPONSIBILITIES

As an IT Senior Support Engineer, you will support the client's Windows environment. The main responsibility of this position is to provide trouble support from users regarding Active Directory and PCs.

Specifically,

- PC help desk (remote support, on-site support), Windows Server, M365 support, PC Setup, PC Migration.
- Network Design/Operation : Cisco router/switch, Cisco Meraki AP, HPE Switch, FortiGate, Cato socket.
- Troubleshooting.
- Depending on the operation case, there may be on-site support at the customer's site (about 2-3 days a week)
- Depending on the project, there may be some work on weekends.

Future Career

You will first gain solid experience as a member of the support team. After that, you can eventually take on a role as a leader of the support team. In addition, if you are interested in working on projects that have deadlines in other businesses while providing support, you can join our support team.

JOB REQUIREMENTS

COMPETENCY ("Must") *Must meet all of the following requirements

- 5+ years of user support experience in IT industry or internal IT
- Experience with the following technologies (PC Helpdesk (remote and on-site support), Windows Server, M365 support, PC setup, PC migration, Network design/operation: Cisco routers/switches, Cisco Meraki AP,HPE switches, FortiGate, Cato sockets, etc.)
- Business level English proficiency

[Preferred Requirement].

- Business level Japanese or German language skills

- **BENEFITS**

Full-time / Permanent employment

- Working hours: 9:00 to 17:30, with one hour lunch break, 37.5 hours per week
- Paid leave: 30days
- Location: Düsseldorf - Commute time of 30 minutes or less is desirable.

Apply online or feel free to contact me directly for more information about this opportunity.

#LI-JACDE

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Company Description