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PR/087016 | IT Support Engineer(f / m / d)

Job Information

Recruiter
JAC Recruitment Germany

Job ID
1549781

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Germany

Salary
Negotiable, based on experience

Refreshed
July 22nd, 2025 01:00

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 OVERVIE

A leading Japanese 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 RESPONSIBILITIE

As an IT Support Engineer, you will support the Japanese client's based in Frankfurt with 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

- 3+ 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

- 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: 25days

- Location: Frankfurt (remote work possible / on-site twice a week for customer support)

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

#LI-JACDE

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description