Bilingual IT Help Desk/System Engineer

IT Support for a Global Pharma Company

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1553196

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Salary
3 million yen ~ 5 million yen

Refreshed
September 15th, 2025 02:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

•Support and troubleshoot internal PCs, Windows & O365 platforms, mobile devices and IP phones
•Perform kitting and setup tasks for user hardware & devices
•Manage troubleshooting enquires & tickets through Servicenow
• Set up and support video conferences
• Handle daily help desk operations and various IT infrastructure projects (OS updates, hardware   replacement work)
• Manage equipment installation

Required Skills

• 2 plus years of experience providing in-person user support for Windows PCs and mobile devices
• Ability to provide user support in both Japanese and English

Welcome Experience:
• Hands-on experience building PCs for personal use
• IT-related academic background
• Certifications from Microsoft or Cisco, etc. (MD-100+101, MD-102, MCP, MCSA, CCNA)

Required Language Skills:

English: Business level proficiency-Ability to work with and produce professional documentation and reports for global project stakeholders

Japanese: Business level (JLPT N2 & above)-Strong oral and written communication skills using Japanese language

Career Pathway:
This role offers significant opportunities for growth. Based on your interests and capabilities, you could advance into roles such as IT Support Team Leader, Network/Server Engineer or Project Manager.

Company Description