



## EN&JP IT Support Specialist@ leading asset management firm

### Job Information

**Temp Agency**

Randstad K.K., Professionals

**Job ID**

1553577

**Industry**

Asset Management

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Temp to Perm

**Location**

Tokyo - 23 Wards

**Salary**

7 million yen ~ 10 million yen

**Refreshed**

October 9th, 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**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

### Job Description

This position will play a key role in maintaining the smooth operation of internal IT systems by delivering fast, accurate, and proactive technical support. The specialist will utilize dashboards, alerts, reports, and ticketing systems to analyze, diagnose, and resolve technical issues ranging from simple to moderately complex. Unresolved issues will be escalated to senior team members, while continuous improvement of knowledge and troubleshooting processes will be encouraged to enhance service efficiency.

**Responsibilities:**

- Clearly and effectively communicate technical issues and resolutions to end users, including training on hardware and software usage when necessary
- Handle mid-level incident and service request operations, including device setup, configuration, and operational support
- Resolve more complex technical issues through phone or in-person support, including escalated cases from Level 1 support teams
- Create and update support tickets, maintain accurate records, and reference internal knowledge base articles to

- ensure detailed documentation
  - Draft and maintain SOPs, end-user guides, and technical knowledge base content
  - Leverage automation tools to resolve issues efficiently and collaborate with senior members to propose and implement automation solutions
  - Manage IT equipment in line with asset management policies, including tracking, maintenance, and disposal
  - Participate in internal IT projects, ensuring collaboration, transparency, and deliverable tracking
  - Provide AV and meeting support as needed
  - Collaborate with Smart Hands technicians to provide remote technical support to locations without onsite staff
  - Support virtual and in-person business events from a technology standpoint
  - Actively participate in team meetings and training sessions, and stay up to date on technology trends and support best practices
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## Required Skills

- Experience in setting up, configuring, and troubleshooting various operating systems, including Windows, macOS, mobile devices, and tablets
  - Proficiency with tools such as remote desktop support software, diagnostic tools, ITSM platforms, and automation systems
  - Basic to intermediate understanding of cybersecurity concepts, including antivirus, firewalls, and encryption
  - Strong collaboration skills, with sound judgment in escalation and the ability to prioritize tasks in a dynamic environment
  - Commitment to continuous improvement through training, knowledge base usage, and awareness of industry developments
  - Customer-first mindset with a strong sense of service quality and professionalism
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## Company Description