

# Desktop Support Team Lead

### Hybrid | Global company | Permanent role

#### Job Information

#### Recruiter

Hi-Tech Japan K.K.

### **Hiring Company**

Fast growing global IT consulting firm

### Job ID

1559991

#### Industry

IT Consulting

### **Company Type**

Large Company (more than 300 employees) - International Company

## Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards

### Salary

7.5 million yen ~ 8.5 million yen

#### Refreshed

November 11th, 2025 03:00

# General Requirements

# **Minimum Experience Level**

Over 6 years

## Career Level

Mid Career

# Minimum English Level

**Business Level** 

# Minimum Japanese Level

Fluent

# **Minimum Education Level**

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

# Job Description

We are seeking a highly experienced **Deskside Support Team Lead** to manage and mentor an onsite support team. This role involves overseeing daily deskside operations, ensuring high-quality technical support across Windows, macOS, mobile devices, conferencing, and enterprise tools, while also driving strategic improvements in end-user computing services. The ideal candidate will bring over 7 years of deskside support experience, including 3+ years in leadership, strong technical expertise (Windows, macOS, MS Office, VLAN/DHCP/DNS, Active Directory, SCCM, JAMF), and proven success supporting executive stakeholders in Fortune 500 environments. Fluency in Japanese (JLPT N1) and advanced English proficiency are required.

- Leadership & Team Management: Mentoring, workload prioritization, ticket quality audits, executive-level support, continuous improvement.
- End-User Support: Windows & macOS platforms, laptops, desktops, mobile devices, printers, MS Office (Outlook, Excel, Teams, PowerPoint), VDI, remote access.
- Incident & Problem Management: ServiceNow expertise, root cause analysis, trending analysis, escalation handling, process optimization.
- Knowledge Management: Documentation, knowledge base creation, training, and onboarding programs.
- Technical Tools & Systems: Active Directory, SCCM, JAMF, ARS (Active Roles Administration Service), device lifecycle & asset management.
- Networking: Tier 2+ skills in VLANs, DHCP, DNS.
- System Administration & AV: End-user system administration, AV conferencing support, live meeting streaming.
- Compliance & Security: Adherence to security, confidentiality, and corporate IT policies.
- Languages: Japanese (Native/JLPT N1), English (High-Intermediate, TOEIC 650+).

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