



## 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**

June 10th, 2026 04:00

### 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 **Desktop 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.

## Required Skills

- **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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