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 25th, 2026 04:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

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.

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+).

Company Description