



## Desktop Support Lead

### Job Information

**Recruiter**

JAC International Co., Ltd.

**Hiring Company**

Global IT Service Provider

**Job ID**

1560087

**Industry**

System Integration

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

6 million yen ~ 11 million yen

**Refreshed**

June 24th, 2026 05:00

### General Requirements

**Minimum Experience Level**

Over 3 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

**Location:** 100% onsite at client office in Tokyo

**Language Requirements:**

- **Japanese:** Fluent/Advanced (Native level or JLPT N1)
- **English:** High Intermediate or above (TOEIC 650+ preferred)

**Key Responsibilities**

- Lead and manage a Deskside Support team to ensure timely and effective resolution of technical issues.
- Mentor team members and foster a culture of service excellence and continuous improvement.
- Allocate resources efficiently and manage team workload and priorities.
- Oversee support for end-user computing devices and software (Windows, macOS, mobile devices, printers, MS

- Office, remote access, video conferencing, VDI).
- Provide hands-on technical guidance and recommend solutions for complex issues.
  - Support hardware lifecycle activities including provisioning, monitoring, re-imaging, and retirement.
  - Conduct random audits on ticket quality and provide feedback to team members.
  - Ensure adherence to company policies, safety regulations, and cleanliness standards.
  - Maintain compliance with security and confidentiality protocols.
  - Track and monitor incidents using ITSM tools (e.g., ServiceNow).
  - Perform root cause analysis and trend identification for recurring issues.
  - Drive continuous improvement in support processes and documentation standards.
  - Create and maintain knowledge base articles.
  - Develop onboarding and training programs including mentorship and job shadowing.
  - Guide the team in using tools such as Active Directory, SCCM, JAMF, and ARS.
  - Lead system administration efforts and support AV conferencing and live streaming technologies.
  - Communicate technical concepts clearly to executives and stakeholders.
  - Address escalations and ensure resolution of executive-level issues.
  - Ensure team is prepared to perform physical tasks such as device moves and box handling.
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## Required Skills

- Bachelor's degree in Computer Science or a related field (or equivalent experience with +2 additional years in IT support).
  - Leadership training or certifications are a strong advantage.
  - Minimum of 7 years of experience in Deskside Support, with at least 3 years in a leadership or team lead role.
  - Strong expertise in supporting both macOS and Windows platforms.
  - Proficient in Microsoft Office applications, especially Outlook.
  - Solid Tier 2+ networking knowledge, including VLANs, DHCP, and DNS.
  - Experience managing support operations in a large, global enterprise environment.
  - Proven track record of delivering high-quality technical support to executive-level stakeholders.
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## Company Description