



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

October 1st, 2025 13:15

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