



Desktop + IT Infra Support Engineer (Onsite: Nagoya)

Be the 'go-to' IT Support @Nagoya branch

Job Information

Hiring Company

EIRE Systems K.K.

Job ID

1562611

Industry

IT Consulting

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Contract

Location

Aichi Prefecture, Nagoya-shi Nakamura-ku

Train Description

Kansai Main Line Station

Salary

6 million yen ~ 8.5 million yen

Refreshed

November 11th, 2025 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Join EIRE Systems as an IT Infrastructure Support Engineer and become an essential part of a geographically distributed team that delivers IT customer support to the in-house staff working in our client's corporate offices. This role is an excellent opportunity for those seeking more advanced responsibility and autonomy in their work.

As the primary representative for the IT Services department for the Nagoya branch office, you'll be relied upon to provide user IT consultations, conduct new user orientations, participate in technical meetings, contribute to documentation and

projects, and perform planned maintenance.

Bilingual Japanese and English skills are a must! Extensive technical support experience, troubleshooting, customer service, multitasking skills are critical.

Workplace & Location:

Work onsite at our client's corporate office in Nagoya, Japan. Our client is one of the biggest names in the global aviation industry! Occasional travel to other partner sites in and around Aichi Prefecture will be required.

Key Responsibilities:

- Deploy, administer, and maintain IT systems across desktops, servers, networks, and mobile devices.
- Analyze computing requirements, install and configure hardware/software, and ensure systems meet organizational standards.
- Manage incidents, resolve technical issues, and update asset records in relevant databases.
- Provide IT consultations to users, distribute starter packages, and offer initial orientation for new users.
- Participate in technical meetings, maintain compliance with IT policies, and contribute to documentation and process improvements.
- Support projects and continual service improvement initiatives, collaborating with IT professionals to fulfill business needs.
- Perform emergency or periodically planned information systems administration tasks, maintenance/upgrades, and configuration changes (when applicable).

Why you'll love it!

- Work in a global, bilingual environment within a giant of the aviation industry.
- Enjoy a stable, full-time onsite role in a shiny new office space in Nagoya City.
- Collaborate with international teams and grow your professional network.
- Join a company that values innovation, teamwork, and exceptional service.

Required Skills

- Bilingual Japanese and English proficiency.
- At least 5 years of total IT experience, with hands-on experience in enterprise IT infrastructure support and service delivery, both onsite and remote.
- Extensive IT technical support skills with superior knowledge of operating systems, software, and hardware. (2-3 years previous experience in IT End User Support Services)
- Computing background and at least one or more professional technical certifications highly desired:
 - Microsoft Certified Professional (MCP); CompTIA A+ Certification; ITIL Foundation and /or CompTIA IT Fundamentals+ (ITF+); Cisco Certified Network Associate (CCNA); CompTIA Network+; CompTIA Security+
- Knowledge of Audio-Visual or Video Teleconferencing systems (for providing level 1 support).
- Previous experience working in a global IT team highly desirable.
- Excellent troubleshooting and problem-solving skills, including server and network administration.
- Customer focused with strong customer service skills and the ability to apply sensitivity and discretion when required.

Company Description