Deskside Support Engineer - Global Financial Firm

Varied tech & business environments

Job Information

Hiring Company
EIRE Systems K.K.

Subsidiary
EIRE Systems K.K. / エイラ　システム　株式会社

Job ID
1563014

Division
On-site IT Support Services Group

Industry
Securities

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - 23 Wards, Chuo-ku

Train Description
Marunouchi Line, Otemachi Station

Salary
5 million yen ~ 6.5 million yen

Refreshed
April 30th, 2026 14:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

As a member of the Desk-side Services team, you will need to work with support teams and other IT departments within the

firm on various troubleshooting and customer requests.

This role entails a challenging mix of troubleshooting & consultation to our end users whilst also planning and executing on a variety of projects and improvements along the way.

Our "Value Add" is our customer-focused mindset; delivering a Superior Customer Service Experience is at the core of the decisions we make and solutions we provide.

Workplace

Location: Otemachi, Tokyo (Full-time Onsite)

Business domain: Global Finance/Securities Company
(Investment Banking, Global Capital Market, Research, Investment Management, and Firm Management divisions in Japan)

What You'll Do:

- Troubleshooting issues escalated from IT Helpdesk
- Provide on-site technical support for desktop PCs – both software and hardware
- Physically set up computers and software system installation
- Support Market Data and in-house developed applications
- Perform basic hardware moves and changes
- Record and manage all incidents and requests in ticket-tracking system
- Ensure timely resolution of issues by acquiring necessary information to best measure impact to the end users
- Proactively inform management of trends, significant problems and expected delays
- Provide other IT-related support as required by the business (Holiday, off-hour and BCP Support)
- Test applications as required by the business before rollout
- Documentation of products and processes

Support Coverage:

- Monday to Friday, 8 working hours/day shift (including 1 hour lunch) between 08:30 to 19:00 based on shift roster determined weekly
- Very occasional non-office hours (evening & weekend) over time work requires

Required Skills

Required:

- English language: Advanced Level - Strong verbal, written, listening communication experience
- Japanese language: Intermediate Level Business Communication skills
- 2 to 5 years of IT support experience
- Good Working knowledge and IT experience supporting Microsoft Windows configuration, Desktop Administration, Microsoft Office Suite
- Solid understanding of Intel based PC hardware/peripherals
- Analytical and problem-solving skills
- Team player and the ability to collaborate
- Ability to work independently and drive innovation
- Ability to make decisions following approved procedures in a fast-paced environment
- Multitask and ability to prioritize tasks
- Project execution exposure

Highly Advantageous to have:

- Experience in the financial services domain, including market data application support
- Japanese language: Advanced Level - Strong verbal, written, listening communication experience
- Good fundamental understanding of network and server infrastructure

Company Description