



PR/095893 | Internal IT support (Japanese speaking)

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1564908

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

December 9th, 2025 04:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client a Japanese shipping company is seeking a bilingual (Japanese-English) IT Support Specialist to provide technical assistance to internal users across the organization.

JOB RESPONSIBILITIES

- Provide first-level technical support to internal employees via phone, email, chat, or in person.
- Troubleshoot hardware, software, network, and system issues on Windows and Mac platforms.
- Support office IT infrastructure including printers, conferencing systems, and network connectivity.
- Manage user accounts, permissions, and access rights in Active Directory and other systems.
- Install, configure, and maintain company-approved software and hardware.
- Document issues and resolutions in the ticketing system (e.g., ServiceNow, Jira).
- Liaise with global IT teams to escalate and resolve complex issues.
- Assist in onboarding/offboarding processes including device setup and account provisioning.

JOB REQUIREMENTS

- Proficiency in Japanese (JLPT N2 and above) for aliasing with Japanese speaking end-users.
- 1+ years of experience in IT support or helpdesk roles.
- Strong knowledge of Windows, macOS, Microsoft Office, and common enterprise applications. Familiarity with Active Directory, Office 365, VPNs, and remote desktop tools.
- Excellent problem-solving and communication skills.
- Ability to work independently and manage multiple tasks.

LOCATION

Location: Singapore , city centre.

Apply online for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

JAC Recruitment Pte. Ltd.
EA License Number: 90C3026
EA Personnel: R23113100
Zhang Wei

#LI-JACSG

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Company Description