



IT Support Officer<L1/L2 Technical Support>Akasaka Office

JLPT N1 level is mandatory

Job Information

Hiring Company

Commtech Asia Japan K.K.

Job ID

1567315

Industry

Other (Real Estate, Construction)

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Nanboku Line, Tameike Sanno Station

Salary

Negotiable, based on experience

Work Hours

8:30~17:30 (休憩60分)

Holidays

完全週休2日制（土・日）、祝日、夏季休暇、年末年始休暇 等

Refreshed

January 12th, 2026 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Providing Tier-1 IT support and managing daily IT operations, ensuring smooth technology services for our Tokyo and Osaka offices, including but not limited to the items listed below.

[Job Duties & Responsibilities]**●End-User Support**

- Provide Tier-1 IT support for hardware, software, and network issues
- Troubleshoot and resolve day-to-day PC and peripheral problems
- Install, configure, and maintain Microsoft 365 apps (e.g., Outlook, Teams, Word, Excel, PowerPoint) on end-user computers

●Device Management

- Coordinate PC procurement and initial setup
- Manage iPhone rental and configuration with vendors
- Liaise with external vendors for repairs and maintenance

●Infrastructure

- Monitor and support office network connectivity in coordination with external vendors
- Assist with printer and other office equipment troubleshooting

●System Integration & Administration

- Support Microsoft 365 administration tasks in collaboration with Group IT
- Explore opportunities for local tool integration (e.g., automation and AI systems)

●Staff Onboarding & Offboarding

- Ensure proper IT setup for new employees, including devices and accounts
- Support new employee onboarding, including PC and iPhone setup
- Handle offboarding processes, including account deactivation, device collection, and data security compliance

●Documentation & Reporting

- Maintain accurate records of IT assets and support activities
- Prepare reports for IT incidents and escalate complex issues to Group IT
- Perform any other duties assigned by Head of Department/Director that may arise

Required Skills**Requirements**

- Degree in Information Technology, Computer Science, or related field
- Experience in multinational corporate environments preferred
- 2-3 years of IT support experience (Tier-1 or Tier-2)
- Fluency in both English and Japanese.
- Capability to perform tasks autonomously and handle multiple responsibilities concurrently

Personal Attribute

- Ability to interact with all people at all levels
- Resourceful, committed and reliable
- Able to work independently
- Strong interpersonal and communication skills with positive attitude

Company Description