



Excellent opportunity for Helpdesk Support engineer

Job Information

Hiring Company

smartims.com

Subsidiary

Smart IMS Inc.

Job ID

1567985

Industry

IT Consulting

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience ~ 3 million yen

Refreshed

January 20th, 2026 12:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Executive

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

Job Summary

- Operation and maintenance of KPMG Ignition Tokyo's product solutions and internal IT systems.

Operation and support in accordance with the manual:

Perform user management tasks based on the support manual.

User management:

- Register, delete, and change users' roles for each product/solution

- Respond to user inquiries

- Provide various notifications to users.

Creation of various materials and documentation required for internal operations:

- Create and manage operation manuals related to support operations.

Support for analysis, design, and improvement of internal business processes:

- Cooperate and support interviews and exchanges of opinions to identify process issues.

- Cooperate and support the pilot operation of business processes to verify improvement plans.

Required Skills

Qualifications:

Required experience/skills:

- Ability to proactively prepare what is needed on the operations side, based on an understanding of the product's vision, roadmap, and potential.
- Ability to create an environment for the team to succeed.
- Experience working in the cloud product support department.

- Ability

to communicate well in a multilingual/multicultural environment.

- Japanese: Business level (N1) or native language

- English: Business level

Company Description