



## Excellent opportunity for Helpdesk Support engineer

### Job Information

**Hiring Company**[smartims.com](https://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**

December 16th, 2025 00:00

### 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
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## Company Description