EIRE
www.eiresystems.com

Team Leader, Desk-Side Support (Bilingual: JP + EN)

Manage an onsite DSS Team (~10 members)

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1568249

Industry
IT Consulting

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

Job Type
Contract

Location
Tokyo - 23 Wards, Shinjuku-ku

Salary
7 million yen ~ 10 million yen

Refreshed
January 22nd, 2026 13:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

EIRE Systems has built a reputation over three decades as a trusted provider of enterprise-grade IT support across Japan and the Asia-Pacific region.

Join us and lead a high-performing desk-side support team that supports the Japan-wide offices of a major global precision-equipment manufacturer.

Workplace: Full-time onsite at client's Tokyo head office.
Location: Shinjuku area, Tokyo
Working Hours: Mon–Fri, 9:00–18:00

What You'll Do

The Team Leader manages our onsite Desk-Side Support Team that provides Tier-2 and Tier-3 end-user computing support across Japan (approx. 10 people).

- Oversee daily operations, including workload distribution, prioritisation, and performance monitoring.
- Manage escalations, ensuring issues are resolved promptly and effectively.
- Act as a bilingual bridge between Japanese-speaking end users, local business stakeholders (including VIPs), and global IT teams (US/APAC).
- Liaise with the client's IT leadership on service quality, incident trends, and improvement initiatives.
- Foster a collaborative, professional team culture aligned with the client's and EIRE Systems' values.
- Drive continuous improvement – propose and implement process enhancements and manage small-scale projects (device roll-outs, upgrades, infra changes)
- Contribute to documentation, reporting, and governance activities.
- Provide hands-on technical support as required.

What We're Looking For

- 4-8 years in enterprise IT support, including 1–2 years in a senior or team-lead capacity.
- Bilingual - fluent/native-level Japanese and business-level English.
- Strong technical proficiency: Windows 10/11, macOS, Microsoft 365 ecosystem, AD/Exchange, endpoint management tools (Intune/JAMF/SCCM), networking (LAN/Wi-Fi/VPN), and conferencing/AV systems.
- Experience with ITSM platforms (ServiceNow, Jira, or similar), and disciplined in process-driven support.
- Demonstrated leadership and team-management capabilities, ideally in a multinational or cross-border support environment.

Certifications (Preferred, Not Mandatory)
ITIL Foundation, CompTIA A+, Microsoft 365 Certified: Modern Desktop Administrator (or equivalent.

Why You'll Love It:

- Work in a global, bilingual environment within a leading medical technology company.
- Enjoy a stable, full-time onsite role in Tokyo with opportunities to expand your technical expertise and further develop your people-management capability.
- Join a workplace that values innovation, teamwork, and exceptional service.
- Collaborate with international teams and grow your professional network.

Why Join EIRE Systems?

- Work with a trusted, locally established and operated, IT services provider with a 30-year presence in Japan and Asia.
- A stable business with a diverse, ever-expanding client list featuring many of the world's leading companies.
- Supportive leadership, a friendly and collaborative team culture.
- Opportunities for career development, skills enhancement, and mobility across a diverse client portfolio.
- Competitive employment conditions and a supportive management structure.
- Many fun and family friendly social events and employee engagement initiatives throughout the year!

Required Skills

- 4-8 years in enterprise IT support, including 1–2 years in a senior or team-lead capacity.
- Bilingual - fluent/native-level Japanese and business-level English.
- Strong technical proficiency: Windows 10/11, macOS, Microsoft 365 ecosystem, AD/Exchange, endpoint management tools (Intune/JAMF/SCCM), networking (LAN/Wi-Fi/VPN), and conferencing/AV systems.
- Experience with ITSM platforms (ServiceNow, Jira, or similar), and disciplined in process-driven support.
- Demonstrated leadership and team-management capabilities, ideally in a multinational or cross-border support environment.
- Certifications (Preferred, Not Mandatory). ITIL Foundation, CompTIA A+, Microsoft 365 Certified: Modern Desktop Administrator (or equivalent.

Company Description