



## IT Helpdesk Support 👍 Exclusive job

**Hybrid Work/Support International Users**

### Job Information

#### Recruiter

[Cornerstone Recruitment Japan K.K.](#)

#### Hiring Company

Global IT Services Company

#### Job ID

1569308

#### Division

Technology

#### Industry

System Integration

#### Company Type

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

#### Non-Japanese Ratio

About half Japanese

#### Job Type

Contract

#### Location

Tokyo - 23 Wards

#### Train Description

Ginza Line, Akasaka Mitsuke Station

#### Salary

Negotiable, based on experience

#### Refreshed

April 8th, 2026 06:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Entry Level

#### Minimum English Level

Business Level (Amount Used: English usage about 50%)

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

### Job Description

- Provide 1st/2nd Level Support for local Japan users and global users in other locations

- Track & Resolve Tickets via ServiceNow platforms
  - Troubleshoot all issues related to Microsoft, Apple, Office Applications, Network, Server and Communication devices/platforms
  - Escalate tickets to 3rd level teams when necessary
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### Required Skills

- Previous experience in an IT Helpdesk/IT Support function
  - Knowledge of Active Directory, Exchange, iOS, VPN
  - PC Kitting, troubleshooting and update deployments with SCCM
  - Business level English & Japanese to support both local and international users
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### Company Description