



## 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**

5 million yen ~ 6 million yen

**Refreshed**

January 28th, 2026 00:00

#### 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