



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

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

Company Description