Help Desk Lead, Information Technology Services in Kyoto

Working at American University in Kyoto

Job Information

Hiring Company
Temple University, Japan Campus

Subsidiary
Temple University, Japan Campus (TUJ)

Job ID
1569579

Division
Information Technology Services

Industry
Education

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

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Kyoto Prefecture, Kyoto-shi Fu-shi Mi-ku

Train Description
Main Line, Fujinomori Station

Salary
4 million yen ~ Negotiable, based on experience

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
37.5 hours per week (7.5 hour shift)

Holidays
Weekends, Public Holidays, approx. 2 weeks over New Year

Refreshed
December 30th, 2025 00:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Fluent (Amount Used: English usage about 75%)

Minimum Japanese Level
Fluent

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

Position

Help Desk Lead

Department

Information Technology Services (IT Operations)

Position Type

Full-time

Location

Kyoto (Fujinomori station)

Report to

IT Operations Manager

Work Hours
37.5 Hours Per Week

[Helpdesk Operating Hours]

During Semester

08:00 to 19:30 Monday to Friday

09:00 to 17:00 Saturday

During Semester Break

09:00 to 17:30 Monday to Friday

*Includes shifts to support adhoc events during nights, Saturday and Sunday.

[Shift Schedule]

Work one of three shifts below in rotation on a weekly basis. Subject to change.

During Semester

Monday to Friday

(1) Opening shift: 08:00 – 16:30

(2) Closing shift: 11:00 – 19:30

Saturday

(3) Weekend shift: 08:30 – 17:00

*Employees will be given a substitute holiday on a weekday when working on a weekend.

During Semester Break

Monday to Friday

(1) Opening shift: 08:30 – 17:30

(2) Closing shift: 09:30 – 18:00

Visa Requirement

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

Salary & Benefits

Salary commensurate with experience.

Eleven (11) days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, retirement payment system and tuition benefits for Temple University, Japan Campus (TUJ) programs.

Overview of Position

Information Technology Services (ITS) provides IT related technical supports for all of Temple University, Japan Campus. Our IT Operations (Help Desk) team, which provides front line technical support, manages the in-classroom technology and our computer labs. The person in this position will play a key role as a leading member of IT Operations (Help Desk) team under the direction of the IT Operations Manager. The main role is to ensure smooth operations of Help Desk in Kyoto campus, and provide first-level support to TUJ staff, faculty, and students for computing and audio-visual equipment.

Primary Responsibilities

- Serve as the main contact between the Kyoto Help Desk team and other departments
- Provide initial technical support to end users
- Manage the Kyoto Help Desk team roster, smooth scheduling and student worker schedules
- Assist with procurement and asset management
- Identify and implement improvement opportunities
- Handle support tickets and manage PC and Macintosh computer labs
- Support audio-visual equipment setup and troubleshooting
- Regularly update staff and faculty computers
- Contact vendors for support in Japanese and English
- Assist with IT or AV hardware installations
- Create and update user manuals and guides
- Provide IT onboarding support and orientations for new employees
- Perform other duties as assigned

Application Process

Review of applications will begin immediately. Desired start is February 2026 or shortly thereafter.

Please apply from below link.

https://tuj.bamboohr.com/careers/71?source=aWQ9Mg%3D%3D

Required application materials to be submitted:

1. a cover letter,
2. resume or c.v., and
3. contact information for two references.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

Required Skills

Qualifications and Experiences

- Ability to provide professional, approachable, and patient support to students, faculty, and staff
- Business-level English proficiency or higher: TUJ is an American institution in Japan, and all administrative work is conducted in American English
- Minimum of 3 years' experience in technical support
- Experience with supporting Microsoft Windows, Apple MacOS and Office 365 applications
- Understanding of live streaming, and AV equipment
- Experience with ticket tracking systems
- Experience in an IT Help Desk team role
- Proficient and quick with verbal and written communication
- Strong problem-solving and customer service skills
- Self-motivated team player with attention to detail and professionalism

Preferred Qualifications

- Business-level Japanese proficiency
- Experience with basic network equipment

Company Description