



Hiring - Retail IT Assistant for a global luxury brand

Job Information

Recruiter

[Scouta K.K.](#)

Hiring Company

A well established global luxury accessories brand with a strong

Job ID

1570488

Division

IT Division

Industry

Apparel, Fashion

Company Type

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

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shibuya-ku

Salary

4 million yen ~ 5 million yen

Refreshed

May 16th, 2026 19:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Entry Level

Minimum English Level

Basic

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

This is a hands on L1 and L2 IT support role based in Tokyo, ideal for someone who has worked in retail or store environments. You'll be supporting daily IT operations across the Tokyo office and stores — keeping everything running smoothly on the ground.

What You'll Be Doing

- Provide L1 and L2 IT support for end users across the office and multiple locations.
- Troubleshoot and resolve hardware, software, network and mobile device issues on the spot.
- Manage IT asset inventory, vendor communication and procurement end to end.

- Escalate complex issues with detailed logs to ensure fast and efficient resolution.
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Required Skills

What We're Looking For

- 3 to 5 years of IT support experience ideally within a multi site or customer facing environment.
- Strong troubleshooting skills across PC, Mac, Microsoft 365, VPN, MDM and Active Directory.
- Experience supporting 50+ users across multiple locations in a fast paced setting.
- Strong Japanese communication skills — English is a plus.

What is in it for You:

- Be part of a well established global company in the accessories industry.
- Decent compensation with traditional Japanese benefits.
- Open to candidates of all ages — what matters is your experience and attitude.

Keywords: IT Support, IT Assistant, Helpdesk, Microsoft 365, Active Directory, PC or Mac Support, IT Asset Management, End User Support, Network Troubleshooting, Microsoft Exchange

Company Description