Scouta

IT Assistant

Job Information

Recruiter
Scouta K.K.

Hiring Company
Renowned French luxury brand specializing in leather goods

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
February 5th, 2026 05:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Entry Level

Minimum English Level
Daily Conversation

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

- Troubleshoot and resolve IT issues for end-users, including PCs, mobile devices, video conferencing, and network/server problems.
- Support of asset management processes following defined company Policies and IT standards
- Provide IT support for the Tokyo office and 43 stores; assist executives with hardware/software setup.
- Escalate complex issues to relevant teams with detailed logs for efficient resolution. (Ticket Escalation)
- Maintain IT asset inventory, system diagrams, and documentation of software/hardware dependencies.
- Reporting to the Japan Finance & IT Manager and the APAC IT Manager

- Manage IT vendor communication, support, and procurement.
- Maintain IT asset inventory, system diagrams, and documentation of software/hardware dependencies.
- Support off-site events, investor conferences, and home office setups as needed.
- Actively collaborate with internal and other stakeholders to execute projects.

Required Skills

- Associate's degree of computer science or bachelor's degree. Equivalent combinations of IT education, experience, and certification will be considered
- A minimum of 3-5 years' experience working in a preferably global IT organisation supporting Microsoft platforms
- Experience in supporting an environment of > 50 users
- Strong Japanese communication skills: English is good to have.
- Expertise in troubleshooting PC/Mac hardware, video conferencing, Microsoft 365, VPNs, MDMs (InTune), and Active Directory.
- Supporting Apple/mobile devices (iOS/Android).

Company Description