



Deskside Support Engineer in Tokyo

Job Information

Hiring Company

Intersoft K.K.

Job ID

1571070

Industry

Insurance

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 5 million yen

Refreshed

January 11th, 2026 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We're looking for a **bilingual (Japanese–English) Deskside Support Engineer** to join our Tokyo IT team. This is a unique opportunity to support and collaborate with some of the **most well-recognized global companies**, while working in a fast-paced, multicultural environment. If you excel at solving technical challenges and can communicate confidently in **both Japanese and English**, we'd love to hear from you.

What You'll Do

- Provide high-quality deskside and remote support to local and regional users — switching effortlessly between **Japanese and English** to deliver a seamless support experience.
- Troubleshoot hardware (laptops, desktops, mobile devices), software, network, and peripheral issues with a hands-on,

customer-focused approach.

- Install, configure, and maintain Windows and Mac OS systems, productivity software, and business applications.
- Act as the primary technical contact for VIP users and critical incidents in the Tokyo office.
- Collaborate closely with global IT teams on escalations, system rollouts, and infrastructure enhancements — communicating effectively across languages, cultures, and time zones.
- Maintain up-to-date IT documentation, asset inventories, and support procedures.
- Ensure compliance with corporate IT policies, security standards, and operational requirements.
- Mentor junior engineers and actively contribute to knowledge sharing within the team.

Required Skills

Requirements:

- 2+ years of experience in a deskside or IT support role, preferably in an enterprise or multinational environment.
- Hands-on experience with Windows 10/11, Office 365, Active Directory, and ITSM tools (e.g., ServiceNow).
- Strong troubleshooting skills across hardware, software, and network layers.
- Experience supporting Japanese users and an understanding of Japanese business culture.
- English communication skills (business level, verbal and written).
- Japanese language proficiency at JLPT N3 level or higher (daily conversation and basic technical communication).
- Customer-oriented mindset with a proactive, problem-solving attitude.
- Ability to work independently and manage time effectively.

Preferred Qualifications:

- IT certifications such as CompTIA A+, Microsoft M365/MD-102, or ITIL Foundation.
- Experience in financial services, legal, or other regulated industries.
- Mac support experience is a plus.

Company Description