



Desktop Support Analyst

Job Information

Recruiter

[Cornerstone Recruitment Japan K.K.](#)

Hiring Company

Global Financial Services Company

Job ID

1571327

Industry

Investment Banking

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 7 million yen

Refreshed

February 17th, 2026 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Key Responsibilities

- Act as the primary point of contact for desktop support issues, delivering clear and professional communication
- Troubleshoot and resolve issues across internal and vendor-supported applications used in trading operations
- Coordinate and follow up on escalated incidents to ensure timely resolution
- Provide after-hours support for major incidents or scheduled maintenance as needed
- Mentor the junior team members of the support group

Required Skills & Experience

- JLPT N3 level Japanese or equivalent conversational ability
- Business-level English (written and spoken)
- Experience providing desktop or end-user support

Company Description