



## 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

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Company Description