



Desktop Support Engineer (Bilingual – Japanese / English)

Mid-size Global Financial Firm (on-site)

Job Information

Hiring Company

[EIRE Systems K.K.](#)

Subsidiary

EIRE Systems K.K. / エイラ システム 株式会社

Job ID

1571459

Division

On-site IT Support Services Group

Industry

Asset Management

Company Type

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

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Train Description

Marunouchi Line, Otemachi Station

Salary

6 million yen ~ 7 million yen

Refreshed

May 28th, 2026 10:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

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

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

EIRE Systems is seeking an experienced, Japanese & English-speaking Desktop Support Engineer with a proven track

record of supporting Windows-based end user computing environments. This role is well suited to professionals who are comfortable taking ownership, working independently, and supporting demanding users in a financial services setting.

Role Overview

You will be part of a global technology team providing hands-on desktop and end-user support, acting as an escalation point for complex issues and contributing to service improvements.

Key Responsibilities

- Provide advanced desktop and end-user support in a fast-paced environment
- Support Windows 10/11 and Linux thin-client systems
- Administer and troubleshoot Active Directory, Exchange, Citrix, and VDI
- Support trading and market data applications (Bloomberg, Reuters, FactSet)
- Manage IT setups for new hires and visitors
- Troubleshoot Microsoft 365 and enterprise desktop applications
- Use tools such as AD, BeyondTrust, and PowerShell for issue resolution
- Perform basic network troubleshooting (DNS, TCP/IP)
- Support Zoom, Teams, WebEx, and Cisco AV/VoIP technologies
- Maintain documentation and enforce security standards

Required Experience and Skills

- **3+ years of professional desktop support experience**
- Strong Windows desktop support in enterprise environments
- Business-level Japanese and English communication skills (Must have)
- Ability to troubleshoot independently and work under pressure
- Strong communication and documentation skills

Technical Skills (Expected in Several Areas)

- Windows 10/11, AD, DNS, GPO
- Citrix / VDI environments
- Microsoft 365 and Exchange
- Networking fundamentals and remote support

Nice to Have: PowerShell automation, SCCM, MDM, financial services IT experience.

If you meet most, but not all of the requirements, we encourage you to apply and share your experience.

Applicants must be eligible to work full-time in Japan.

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