



## 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**

January 15th, 2026 06:00

### 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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