**EIRE**
www.eiresystems.com

# 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**
April 23rd, 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.**

---

## Required Skills

---

## Company Description