



PR/118409 | IT position- Helpdesk

## Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1574874

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

February 10th, 2026 07:00

## General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

## Job Description

**Location**

London, UK

**Employment Type**

Permanent, Full-time

35 hours per week (08:00–16:00 or 09:00–17:00)

**Salary**

Up to £35,000 (depending on experience)

**Start Date**

ASAP

**Role Overview**

We are looking for a **Helpdesk Engineer** to provide 1st and 2nd line IT support for corporate users.

This role covers a wide range of IT support activities, including Windows and Microsoft 365 environments, device setup, and workflow support using Microsoft Power Platform.

**Key Responsibilities**

- Provide 1st and 2nd line IT support via email, phone, remote access, and onsite support
- Manage incidents and service requests using IT ticketing systems
- Liaise with vendors and third parties until issue resolution
- Configure and support Windows Server and Microsoft 365 environments
- Prepare and kit PCs, mobile devices, and peripherals
- Install and maintain software on PCs and mobile devices
- Conduct proof-of-concept and acceptance testing
- Support workflow automation and applications using Microsoft Power Platform (Power Apps, Power Automate, Power BI)
- Assist with pre-sales and post-sales support activities when required
- Attend customer meetings and maintain strong client relationships
- Prepare reports and documentation for customers and management
- Provide early-shift, out-of-hours, or international support when required (emergency only)

**Required Skills & Experience**

- Experience in IT support or helpdesk roles (1st/2nd line)
- Strong knowledge of Windows OS and Microsoft 365 administration
- Basic knowledge of Active Directory

- Business-level English and Japanese (written and spoken)
- Strong customer service mindset and communication skills

**Preferred Skills**

- IT certifications (PC, Server, Network, ITIL)
- Basic knowledge of cloud platforms (AWS, Azure)
- Basic networking knowledge (routers, switches, firewalls)

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**Company Description**