



Deskside Support Engineer in Tokyo

Job Information

Hiring Company

Intersoft K.K.

Job ID

1577791

Industry

Insurance

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 5 million yen

Refreshed

February 12th, 2026 10:31

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are seeking an experienced and customer-focused Deskside Support Engineer to join our IT team in Tokyo. The ideal candidate will have a strong technical background, proven experience supporting Japanese end users, and the ability to communicate effectively in both English and Japanese. This role involves hands-on support of hardware, software, and IT services in a dynamic business environment.

Responsibilities:

- Provide deskside and remote support to local and regional users, ensuring timely resolution of IT issues.
- Troubleshoot hardware (laptops, desktops, mobile devices), software, network, and peripheral problems.
- Install, configure, and maintain Windows and Mac OS systems, productivity software, and business applications.
- Act as the primary technical contact for VIP users and critical incidents in the Tokyo office.
- Collaborate with global IT teams for escalations, system rollouts, and infrastructure improvements.

- Maintain and update IT documentation, asset inventory, and support procedures.
- Ensure compliance with company IT policies, security guidelines, and operational standards.
- Mentor junior engineers and contribute to knowledge-sharing within the team.

Required Skills

Requirements:

- 2+ years of experience in a deskside or IT support role, preferably in an enterprise or multinational environment.
- Hands-on experience with Windows 10/11, Office 365, Active Directory, and ITSM tools (e.g., ServiceNow).
- Strong troubleshooting skills across hardware, software, and network layers.
- Experience supporting Japanese users and an understanding of Japanese business culture.
- English communication skills (business level, verbal and written).
- Japanese language proficiency at JLPT N3 level or higher (daily conversation and basic technical communication).
- Customer-oriented mindset with a proactive, problem-solving attitude.
- Ability to work independently and manage time effectively.

Preferred Qualifications:

- IT certifications such as CompTIA A+, Microsoft M365/MD-102, or ITIL Foundation.
- Experience in financial services, legal, or other regulated industries.
- Mac support experience is a plus.

Company Description