



Service Desk Analyst

Job Information

Hiring Company

smartims.com

Job ID

1579480

Division

HR

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - Other Areas

Salary

6 million yen ~ Negotiable, based on experience

Refreshed

April 23rd, 2026 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Key Experiences And Skills Required:

overall experience in **IT troubleshooting** – IT helpdesk or service desk

Mandatory Skills: TIS (Service Desk Technology Infrastructure service)

Experience: 1-3 Years .

Responsibilities:

- Handle **calls, emails, & Web tickets** (daily)
- Address **technical queries** and fix or log them appropriately accurately
- **Escalate queries** when required to appropriate personnel
- Identify **trend of calls / tickets** and highlight it to **Incident Manager (IM)/L1.5 TL SDM** as appropriate (Outage

- confirmation)
 - Log tickets in **Service Now (SNOW)** as per policies assigned according to the policies & procedures
 - Ensure **Follow up mechanism** is in place targeting customer's issue resolution in an optimized manner enhancing **Customer Delight**
 - Ensure consistent **productivity and quality of service**
 - Meet **SLAs and individual KPIs**
 - Assist **Operation Support System (OSS)** with problem determination & handle any **Severity 1 & 2's** appropriately
 - Should manifest **flexibility** to support operational requirements
 - Maintain highest level of **ethical work standards** and be compliant with **Organization & Project policies & procedures**
 - **Shift timing is 9 hours** which includes **one hour break**
-

Company Description