



## Service Desk Analyst

### Job Information

**Hiring Company**

[smartims.com](http://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 16th, 2026 16:00

### 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**
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Company Description