



N1 IT Helpdesk Specialist

World's Largest Insurance Service!

Job Information

Recruiter

[Skillhouse Staffing Solutions K.K.](#)

Job ID

1579516

Industry

Insurance

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 11 million yen

Work Hours

9 : 30-18 : 00 月-金

Holidays

完全週休2日制（土日祝休み）、年末年始、年次有給休暇

Refreshed

April 17th, 2026 08:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

A global and one of the world's largest Insurance Service provide is looking for a strong bilingual leader for the **IT Service Operations professional** (to join the Infrastructure Services group.

Responsibilities:

- Executive / VIP Support
- Provide high-touch IT support for senior executives and key stakeholders

- Handle critical scenarios such as connectivity, VPN, device, and system access issues for executives traveling domestically or internationally
- Communicate technical issues in a clear, calm, and business-friendly manner
- Take end-to-end ownership until resolution, including follow-ups and reporting
- IT Service Operations & Incident Management
- Coordinate with infrastructure, security, network, and application teams to resolve complex IT issues
- Ensure incident handling aligns with ITIL / ITSM best practices and agreed SLAs
- Monitor incident trends and contribute to service quality improvements
- Vendor, Service Delivery & Operational Management
- Manage and coordinate with external IT vendors, including service desk and infrastructure providers, ensuring service quality and SLA alignment
- Support vendor-related activities such as contract documentation, service reviews, provider transitions, and cost-related discussions
- Create, review, and maintain IT service documentation, knowledge articles, and operational reports
- Support budget-related administrative tasks for the Infrastructure Services Group

Why should you apply:

- Opportunity to work with global teams and great Work-Life-Balance
- Great team dynamics and learning opportunity
- Opportunities to work with World's leading insurance company (fortune 500 company)

Company Details:

A US based world's leading insurance providers, offering a broad range of life, health, and retirement solutions to individuals, families, and businesses. The company is heavily invested in digital transformation, utilizing advanced technologies like cloud computing, data analytics, AI, and cybersecurity to enhance customer experience and streamline operations. As part of its values, it has a strong focus on creating a diverse environment, and in particular on the appointment of women in high-level position.

Working Hours: 9:00 - 18:00 (Mon-Fri)

Working Style: 3 days' work in office, and 2 days' work from home

Holidays: Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

Services/Benefits: Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

Required Skills

- 3+ years of experience in IT operations, IT service delivery, or ITSM-related roles
- Hands-on experience with incident management and service operations in an enterprise IT environment
- Understanding of ITIL / ITSM concepts and service management processes
- Experience using ServiceNow (Incidents, Knowledge Articles, reporting)
- Strong working knowledge of general IT infrastructure (hardware, software, networks, user support)
- Ability to coordinate across teams to resolve complex technical issues

Company Description