OIST 沖縄科学技術大学院大学

IT Support Engineer

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Job Information

Hiring Company
Okinawa Institute of Science and Technology Graduate University

Job ID
1579847

Industry
Education

Job Type
Contract

Location
Okinawa Prefecture, Kunigami-gun Onnason

Salary
Negotiable, based on experience

Work Hours
所定労働時間：9:00 - 17:30 休憩時間：12:00 - 13:00 フレックス制（コアタイム10:00-15:00）

Holidays
年次有給休暇、夏季休暇、傷病休暇、年末年始休暇、慶弔休暇、産休/育休完備など

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February 24th, 2026 16:50

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
None

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

The position:

IT Support Technician provides comprehensive end-user and operational IT support across the organization. This role combines frontline service delivery with progressively advanced technical responsibilities, process improvement, and peer mentoring. The position is designed as a growth-oriented role, enabling technicians to deepen technical expertise, expand service ownership, and develop leadership capabilities over time.

Responsibilities:

1. Own and ensure operations of help desk and IT support channels, responding to incidents and service requests.
2. Handle complex incidents, root-cause analysis, and recurring issues.
3. Act as an escalation point within the support team for technical and process-related questions.
4. Support IT operational tasks beyond day-to-day ticket handling.
5. Contribute to and maintain knowledge bases (KBs), SOPs, and support documentation.
6. Support service catalog maintenance and adherence to ITIL-based processes.
7. Identify opportunities to improve support workflows, user experience, and service quality.
8. Emergencies:
    · Diagnose and resolve hardware, software, AV, and end-user computing issues.
    · Escalate complex or systemic issues appropriately and follow through to resolution.
    · Set up, support, and troubleshoot AV equipment for meetings, hybrid collaboration, and small events.
    · Provide hands-on technical assistance during meetings and presentations.
9. Acting IT Engineer. Support Infra team as needed.

Required Skills

Qualifications:

(Required)

1. Associate or Bachelor's degree in IT, related field, or equivalent practical experience.
2. 1–5 years of experience in IT support or service desk environments.
3. Strong troubleshooting, communication, and customer service skills.
4. Familiarity with help desk systems and endpoint imaging tools.

(Preferred)

1. ITIL Foundation certification or demonstrated understanding of ITIL practices.
2. Experience with enterprise support tools, device management, or service catalog management.

Company Description