



IT Harware Support

Opportunity to work with global teams

Job Information

Recruiter

Skillhouse Staffing Solutions K.K.

Job ID

1580027

Industry

Insurance

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 12 million yen

Work Hours

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

Holidays

Saturday, Sunday, and National Holidays, etc

Refreshed

March 26th, 2026 04:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

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

A global and one of the world's largest Insurance Service providers is looking for a strong bilingual professional for the **AV / Multimedia Support Engineer / Team Lead/ Manager** position within the Japan Information Technology Department.

This role owns the overall digital workplace experience, ensuring employees are provided with a seamless, secure, and modern technology environment aligned with global IT policies and standards. The position combines leadership, operational governance, stakeholder coordination, and technical oversight within a hybrid enterprise setting.

Responsibilities:

- Lead and mentor a team of Multimedia Support Engineers to deliver high-quality AV/VC support
- Drive operational efficiency, service excellence, and knowledge sharing within the team
- Establish and enhance support workflows, standards, and documentation
- Oversee setup, testing, maintenance, and daily operations of AV, videoconference, and digital signage systems
- Ensure reliable performance of meeting room technologies aligned with business needs
- Plan and coordinate system upgrades, replacements, and refresh initiatives
- Provide expert-level troubleshooting for complex AV/VC incidents and perform root cause analysis
- Support executive meetings and other high-visibility, business-critical events
- Conduct preventive maintenance and manage multimedia equipment lifecycle and asset tracking
- Monitor service metrics, incident trends, and operational risks through structured reporting
- Deliver user training and act as an SME for AV/VC best practices and collaboration tools
- Support live events and conferences, ensuring seamless real-time operation and rapid issue resolution

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

- Proven experience managing AV / Multimedia / Videoconferencing support environments
- Experience leading or mentoring technical support engineers
- Strong hands-on expertise with Audiovisual (AV) systems and room technologies
- Experience supporting Videoconferencing platforms and meeting room systems
- Strong troubleshooting and incident resolution capabilities
- Experience with preventive maintenance and equipment lifecycle management
- Exposure to digital signage technologies and deployments
- Experience supporting executive meetings and live corporate events
- Experience operating within enterprise / corporate IT environments
- Strong stakeholder communication and user-facing support ability

Company Description