PTS Japan - Bridge People and World -

IT Support Engineer｜Global Environment｜End-User Support

Use English in a global IT support role

Job Information

Hiring Company
PTS Japan K.K.

Subsidiary
Global IT Services Company (Confidential)

Job ID
1583607

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Minato-ku

Salary
5 million yen ~ 7 million yen

Work Hours
9:00 AM – 6:00 PM (8 hours/day, 1-hour break)

Holidays
Weekends & holidays off / 120+ days off per year

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General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

■ Job Title

IT Support Engineer (End-User Support / Workplace IT)

■ Job Summary

We are looking for an IT Support Engineer to provide end-user and workplace IT support. This role covers a wide range of responsibilities including device support, asset management, and project assistance.

■ **Key Responsibilities**

＜**Workplace & End-User Support**＞

- Provide support for PCs, laptops, mobile devices, and peripherals
- Assist with video conferencing systems, monitors, printers, phones, and projectors
- Install, configure, and maintain devices and standard software (Windows, Microsoft 365, iOS)
- Troubleshoot hardware, software, and connectivity issues
- Deliver friendly, customer-focused support to end users
- Support walk-up IT desks or kiosks as needed

＜**Asset & Service Management**＞

- Maintain and update asset inventory and CMDB records
- Handle tickets and service requests using ITSM systems
- Support inventory and spare parts management
- Perform device decommissioning and disk wiping

＜**Projects & Teamwork**＞

- Support small to medium IT projects
- Follow technical documentation and procedures
- Provide feedback to improve processes
- Collaborate with internal teams and external vendors

Required Skills

■ **Requirements**

＜**Must Have**＞

- 2–5 years of experience in IT support or similar roles
- Technical education (IT school, associate degree) or equivalent experience
- Basic to intermediate troubleshooting skills
- Willingness to learn and grow
- Good communication skills in local language and basic working English
- Customer-oriented, reliable, and well-organized
- Ability to work independently with clear instructions

＜**Nice to Have**＞

- CompTIA A+ or equivalent certification

■ **Ideal Candidate**

- Strong customer service mindset
- Team player with good collaboration skills
- Motivated to build a career in IT