



PTS Japan - Bridge People and World -

Service Desk L1 Support Lead (Bilingual JP/EN)

Lead IT support role in a global team

Job Information

Hiring Company

[PTS Japan K.K.](#)

Subsidiary

Global IT Services Company (Confidential)

Job ID

1583622

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Hibiya Line, Kamiyacho Station

Salary

5.5 million yen ~ 8.5 million yen

Work Hours

Shift-based (8 hrs/day) between 7:00–22:00 / Comp off

Holidays

2 days off/week (shift) + compensatory leave

Refreshed

May 31st, 2026 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 25%)

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Job Title

Service Desk L1 Support Lead Engineer (Bilingual JP/EN)

■ Company**Global IT Services Company (Confidential)****■ Job Summary**

We are looking for a bilingual (Japanese/English) L1 Service Desk Support Lead to join a global IT support team in Japan.

This role is part of a global service desk transformation project aimed at consolidating L1 support into a unified model, improving service quality, and enhancing user experience through standardization and automation.

You will act as a key point of contact for end users while also supporting team operations, SLA/KPI management, and continuous improvement initiatives.

■ Key Responsibilities**< User Support >**

- Provide L1 support via phone, email, and chat
- Troubleshoot hardware, software, and basic network issues
- Provide remote desktop support following SOPs and knowledge base
- Manage user accounts and access requests

< Incident & Service Management >

- Log, track, and resolve tickets using ITSM tools
- Escalate complex issues to L2/L3 teams
- Ensure SLA compliance (MTTA, MTTR, etc.)
- Maintain high-quality ticket documentation

< Team Lead / Shift Lead Duties >

- Monitor ticket queues and service performance
- Track incidents and prepare RCA reports
- Support SLA/KPI management and reporting
- Coordinate shift handovers and daily operations
- Mentor team members and support onboarding/training
- Drive continuous improvement and knowledge management

< Other >

- Update knowledge base and documentation
- Collaborate with global teams (Japan, Poland, China)
- Ensure high customer satisfaction (CSAT)

Required Skills**■ Requirements****< Must Have >**

- Native-level Japanese and business-level English
- Experience in IT support / service desk / helpdesk
- Strong communication and customer service skills
- Basic knowledge of OS, applications, and IT troubleshooting

- Ability to work in a team and manage tasks efficiently

< **Nice to Have** >

- Experience with ServiceNow or other ITSM tools
- Knowledge of Incident Management processes
- Leadership or shift lead experience

■ **Working Hours**

Shift-based (8 hours/day + 1-hour break)

- Weekdays: 7:00 AM – 10:00 PM (JST)
- Weekends & Holidays: 8:30 AM – 10:00 PM (JST)
※Compensatory leave provided

■ **Holidays & Leave**

Two days off per week (shift-based) + compensatory leave

- Paid annual leave
- Special leave (bereavement, etc.)

■ **Why Join Us**

- Work in a global IT environment using English
- Be part of a large-scale service desk transformation
- Gain leadership experience as a shift lead
- Stable project with career growth opportunities

Company Description