


# Bilingual IT Help Desk (Business-Level Japanese Required)

**IT, Learning, Relationships, Evaluation**

## Job Information

**Hiring Company**
ISF NET, Inc.

**Subsidiary**
ISF NET, INC.

**Job ID**
1585592

**Industry**
System Integration

**Company Type**
Small/Medium Company (300 employees or less)

**Non-Japanese Ratio**
Majority Japanese

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
4 million yen ~ 4.5 million yen

**Refreshed**
November 17th, 2026 09:00

## General Requirements

**Minimum Experience Level**
Over 1 year

**Career Level**
Mid Career

**Minimum English Level**
Daily Conversation Level

**Minimum Japanese Level**
Business Level

**Minimum Education Level**
Bachelor's Degree

**Visa Status**
No permission to work in Japan required

## Job Description

**★★ Foreign engineers with business-level or higher Japanese proficiency are highly welcome! ★★**
Why not start your engineering career in Japan?

- Fully online process — Everything from interviews to job offers is completed remotely!
- Visa sponsorship available — We provide full support for your visa application and acquisition.
- Relocation support provided — For candidates moving from overseas, we offer airfare to Japan (with a cap) plus a

relocation allowance of ¥100,000.

**Requirements:**
・Business-level Japanese proficiency or higher (JLPT N2 or above)
・At least 2 years of hands-on experience in IT infrastructure (e.g., help desk, servers, networking), or relevant certifications
・Conversational-level English or higher

**Selection Process:**
1. Application
2. Casual interview (informal meeting)
3. Document screening
4. First interview (a second interview may be conducted if necessary)
5. Job offer
※All meetings and interviews will be conducted online in Japanese.

**Job Description:**
You will be responsible for L1-level help desk and user support tasks at client sites.
While most duties are conducted in Japanese, some assignments may require communication in English depending on the project.

**Examples of Assigned Projects:**
L1 Support
・Bilingual help desk for multinational companies
・Bilingual support at the Japan office of a well-known global apparel brand
・Global help desk (in English) at internationally operating Japanese companies
・IT support and user support roles at IT companies

**Career Path Examples:**

At joining: Help Desk (L1) / Annual salary: ¥4,000,000
After 2 years: Operations and design for AWS/Azure environments / Annual salary: ¥4,500,000+
Current Position: Requirements analysis, AWS design, implementation, and operations / Annual salary: ¥6,000,000+

At joining: Network operations and design / Annual salary: ¥4,500,000
After 2 years: Security consulting support / Annual salary: ¥5,000,000+
Current Position: Design and implementation of security-related products / Annual salary: ¥6,000,000+

**Why ISF NET?**
**[Point 1] A supportive workplace aiming for "Zero Workplace Relationship Concerns"**
ISF NET has a strong culture of valuing people, where warm support from supervisors and colleagues is present throughout the organization. For example, employees who are not yet confident in Japanese are encouraged with words like, "Don't worry—just speak with confidence," creating a positive and supportive atmosphere. For employees raising children, the company respects work-life balance and offers flexible work arrangements. For international employees as well, systems are in place to help overcome language barriers, creating an environment where people from diverse backgrounds can work with peace of mind.

**[Point 2] A growth-oriented environment that supports learning and fairly rewards effort**
At ISF NET, employees receive an 8-day onboarding training program after joining, where they can thoroughly learn job-related knowledge and internal systems. Project assignments are made based on individual career goals and experience. Even after placement, employees can continue to upskill at their own pace through short- and long-term reskilling programs and access to over 400 e-learning courses. In addition, a performance-based point system is in place to fairly evaluate efforts, with achievements such as certifications, business contributions, and internal contributions reflected in salary increases. This ensures a motivating environment where each engineer's efforts are properly recognized.

**[Point 3] Comprehensive support for overseas applicants and international engineers**
ISF NET provides extensive support systems to help overseas applicants and international engineers start working with confidence, including assistance with relocation, daily life, and employment in Japan.

・Partial coverage of airfare (up to a specified limit)
・Relocation support, including travel and moving allowances
・Visa application and acquisition support
・Company housing provided (single occupancy only / ¥35,000 per month)

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**About ISF NET:**
ISF NET, Inc. is an IT infrastructure company that continues to grow alongside its engineers.
With offices in 18 cities across Japan, as well as in China, South Korea, and Singapore, the company employs over 2,000 engineers.
Currently, more than 270 international employees from 31 countries are actively working at ISF NET, creating a truly global team environment. Looking ahead to further international expansion, the company is actively recruiting talent throughout the year—not only within Japan, but also globally—for those who aspire to build an international career.

**■Employment Type**
Full-time employee
Probation period: 3 months (no changes to employment conditions during the probation period)

**■Salary**
Estimated annual salary: ¥4,000,000 – ¥4,500,000 + incentives + allowances
Salary will be determined based on experience and skills.

Salary structure: Monthly salary system
Promotion opportunities: Twice a year
Bonuses: Incentive bonuses are paid twice a year if contract values with clients exceed a certain threshold
Salary increase: Twice a year

**■Working Hours**
9:00 AM – 6:00 PM (60-minute break)
※The above schedule applies to standard projects. Depending on the project, shift work or night shifts may be required.

**■Work Location**
Tokyo metropolitan area
※Location may vary depending on the assigned project.
※Your preferences regarding work location will be considered.
★No transfers required
★U/I-turns welcome (support for relocation from other regions)
※Non-smoking on company premises (designated smoking areas available)

**■Allowances & Benefits**
・Full social insurance (health insurance, employee pension, employment insurance, workers' compensation)
・Transportation allowance (up to ¥100,000 per month)
・Defined contribution pension plan (401K)
・Family allowance (applicable from 2nd year of employment: ¥10,000 for spouse, ¥5,000 per child, ¥3,000 per parent)
・Company housing available (¥35,000/month, applicable only to eligible employees)
・Employee discounts and in-house sales
・Childcare support
・Certification support and skill development programs
・Training programs (support & training in multi-cloud environments, video learning apps, e-learning)
・Meal assistance (cafeteria plan with discounted partner company products)
・President's Award recognition
・Smile Mutual Aid Association (financial support for life events)
・CDP program (internal job posting system)
・Company-provided iPhone
・Membership in Kanto IT Software Health Insurance Association
・Telework and flexible working hours
・Side jobs allowed
・Dress code according to company policy

**■Holidays & Leave**
・Annual holidays: 127 days (including mandatory use of paid leave)
・Complete two-day weekend system (Saturdays, Sundays, and public holidays off) —may vary for shift work depending on the project
・Long-term holidays: 5 days for New Year's
・Paid leave: Average company usage: 11.25 days/year, usage rate: 86%
・Bereavement leave
・Maternity and childcare leave: ★Childcare leave uptake rate: 100% for women, 91.2% for men
・Self-care leave
・Sick leave: Up to 5 days per year for personal illness if all paid leave has been used
・Childcare leave for nursing sick children
・Anniversary leave (encourages paid leave usage)
・Refresh leave: 5–6 days granted to employees in their 10th and 20th year of service
・Paid leave carryover accumulation system

## Required Skills

**Preferred Experience & Skills:**
・Experience working in Japanese (e.g., participating in meetings, reading/writing documents)
・Relevant IT infrastructure certifications, such as: LPIC, LinuC, CCNA/CCNP, AWS SAA/SAP, CompTIA, AZ-900, Basic Information Technology Engineer, etc.
・Experience in leadership or management roles

## Company Description