



## Help Desk

### Working at American University in Japan

#### Job Information

##### Hiring Company

[Temple University, Japan Campus](#)

##### Subsidiary

Temple University, Japan Campus (TUJ)

##### Job ID

1589266

##### Division

Information Technology Services

##### Industry

Education

##### Company Type

Small/Medium Company (300 employees or less) - International Company

##### Non-Japanese Ratio

Majority Non-Japanese

##### Job Type

Permanent Full-time

##### Location

Kanagawa Prefecture, Kawasaki-shi Takatsu-ku

##### Train Description

Tokyu Denentoshi Line, Mizonokuchi Station

##### Salary

4 million yen ~ Negotiable, based on experience

##### Salary Bonuses

Bonuses paid on top of indicated salary.

##### Work Hours

37.5 hours per week (7.5 hour shift)

##### Holidays

Weekends, Public Holidays, approx. 2 weeks over New Year

##### Refreshed

May 29th, 2026 13:00

#### General Requirements

##### Minimum Experience Level

Over 1 year

##### Career Level

Mid Career

##### Minimum English Level

Fluent (Amount Used: English usage about 75%)

##### Minimum Japanese Level

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

No permission to work in Japan required

**Job Description****POSITION**

Help Desk

**DEPARTMENT**

Information Technology Services

**REPORT TO**

Director of IT Operations

**POSITION TYPE**

Full-time

**LOCATION**

City Campus (Sangen-jaya station) or Hillside Center (Mizonokuchi station)

\*TUJ has two work locations in Tokyo area. In principle, a primary work location will be considered and assigned based on TUJ's needs and the candidate's preference at the time of application and employment.

**WORK HOURS**

37.5 hours per week

**HELPDESK OPERATING HOURS****During Semester**

Monday to Friday: 08:30 – 19:30

Saturday: 09:00 – 16:30

**During Semester Break**

Monday to Friday: 09:00 – 17:30

**SHIFT SCHEDULE**

- Work on one of the following shifts on a weekly rotation basis
- Employees will be given a substitute holiday on a weekday when working on a weekend
- Shifts may occasionally change to support evening or weekend events

**During Semester**

Monday to Friday

(1) Opening shift: 08:30 – 16:30

(2) Closing shift: 11:00 – 19:30

Saturday

(3) Weekend shift: 08:30 – 17:00

**During Semester Break**

Monday to Friday

(1) Opening shift: 08:30 – 17:00

(2) Closing shift: 09:30 – 18:00

**VISA REQUIREMENT**

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

**SALARY & BENEFITS**

Salary commensurate with experience.

Eleven (11) days paid vacation in the first year, increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year.

Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, and retirement payment system.

## OVERVIEW OF POSITION

Provide the first level of support for TUJ staff, faculty and students to ensure the best possible computing experience.

Help Desk operates across TUJ's City Campus, Kyoto and the newly established Hillside Center. While a primary work location will be assigned at start of employment, staff members are expected to work occasionally and flexibly across locations as needed to support university operations.

## PRIMARY RESPONSIBILITIES

- Provide Level 1 (L1) IT support for end users (students / staff / faculty) with inquiries/requests ranging from but not limited to end user account access, campus network connectivity, office/classroom workstations and audio-visual equipment
- Log and monitor work orders via ticket system for requests/inquiries received via phone call, chat, emails and walk-ins
- Setup desktop PCs or Mac workstations in classrooms and offices (imaging, software installation)
- Provide audio-visual equipment support for classes or university events
- Contact local vendors for parts ordering, office IT equipment repair
- Create and update knowledge base, user manuals for information sharing
- Manage and facilitate IT equipment rentals
- Experience programming in Python, Bash, SQL
- IT tasks and projects assigned by management

## Application Process:

Review of applications will begin immediately and will open until filled. Desired start date is May 11, 2026.

Please apply from below link.

<https://tuj.bamboohr.com/careers/94?source=aWQ9Mg%3D%3D>

Required application materials to be submitted:

1. cover letter,
2. resume or c.v.,
3. contact information for two references.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

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## Required Skills

### Qualifications and Experience

- Business-level communication skills both English and Japanese (spoken and written). Fluent Japanese is preferred
- Experience troubleshooting Windows and/or MacOS environments
- Experience supporting Microsoft Office applications
- Basic knowledge and experience supporting network connectivity trouble shooting
- Experience supporting office equipment such as printers
- Strong problem-solving skills and customer service skills
- Self-motivated, proactive, and able to work effectively in a team environment

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## Company Description