PTS Japan - Bridge People and World -

On-Site IT Support Specialist | Global Company

Global environment with IT support & pro

Job Information

Hiring Company
PTS Japan K.K.

Subsidiary
Global Logistics Company (Confidential)

Job ID
1589864

Industry
System Integration

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

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Koto-ku

Train Description
Rinkai Line, Kokusai Tenjijo Station

Salary
6 million yen ~ 9 million yen

Work Hours
Monday to Friday | 9:00 - 18:00 (Regular business hours)

Holidays
Weekends, national holidays, paid leave, annual holidays

Refreshed
October 26th, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

On-Site IT Support Specialist (Contract) | Global Logistics Company | Project Management Experience Preferred

Position Summary

We are currently seeking an experienced **On-Site IT Support Specialist** to be assigned to Global Logistics Company.

This role is ideal for candidates with strong hands-on IT support experience who can also contribute to IT projects, infrastructure improvements, and stakeholder coordination within a fast-paced operational environment.

You will provide technical support to business users while helping drive system upgrades, operational improvements, and project execution.

Employment Type

Contract

Location

On-site at Global Logistics Company (Tokyo area)

Key Responsibilities

IT Support / Helpdesk

- Provide on-site and remote IT support to end users and operations staff
- Troubleshoot hardware, software, printer, and network issues
- Install, configure, and maintain PCs, devices, and business applications
- Coordinate with vendors when required

Infrastructure Support

- Support office networks, hardware devices, and enterprise systems
- Assist with upgrades, deployments, and configuration changes
- Maintain documentation and operational reports
- Ensure system stability and compliance standards

IT Project Management

- Lead or support internal IT projects and rollout activities
- Manage schedules, timelines, and status updates
- Coordinate with internal stakeholders and external vendors
- Support process improvement initiatives

Required Skills

Required Skills / Experience

- Several years of hands-on IT support / desktop support experience
- Strong troubleshooting skills (hardware / software / network)
- Proven experience working on-site in a user-facing IT support role
- Several years of IT project coordination or project management experience
- Business-level Japanese

Preferred Skills

- Business-level English

- Experience in logistics, warehouse, airport, or operations environments
- Experience in multinational / global companies
- Certifications such as PMP, ITIL, CompTIA, Microsoft, etc.

Ideal Candidate

- Hands-on and proactive problem solver
- Strong communication and stakeholder management skills
- Able to work independently in a dynamic environment
- Comfortable balancing support tasks and project responsibilities

Why Join This Role?

- Opportunity to work on-site with a global leader, Global Logistics Company
- Mix of hands-on support and project management responsibilities
- International working environment
- Stable long-term contract opportunity

Company Description