



English Only: IT Infrastructure Support Engineer

Full ownership of IT in a global firm

Job Information

Recruiter

[Skillhouse Staffing Solutions K.K.](#)

Job ID

1590970

Industry

Other (Consulting and Professional Services)

Company Type

Small/Medium Company (300 employees or less)

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7.5 million yen

Work Hours

No Core Time, flexible working hours

Holidays

Saturday, Sunday, National Holidays, Year-end and New Year Holid

Refreshed

May 14th, 2026 07:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English Only)

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A premier government relations and public affairs consulting firm, is seeking an experienced **IT Infrastructure Support Engineer** (macOS / M365 / Devices / Multimedia) to take full ownership of internal IT operations across its global organization.

Responsibilities:

- Operations: Provide day-to-day IT support across ~100 users globally
- Troubleshoot hardware, software, network, and access issues
- Device & Hardware Management: Manage end-user devices (primarily Apple laptops) and peripherals
- Oversee full device lifecycle (procurement, setup, deployment, replacement)
- Microsoft 365 & Collaboration Tools (Support Focus): Support ongoing transition toward Microsoft 365 (Exchange Online, Teams, SharePoint)
- Maintain collaboration tools including Dropbox, Teams, and related platforms
- User & Access Management: Manage user accounts (creation, modification, deactivation)
- Handle access permissions across systems and applications
- Support onboarding and offboarding processes, and ensure appropriate access control and basic security practices
- Application Support (CRM / HR Tools): Provide support for internal business applications including CRM and HR systems
- Multimedia & AV Support: Support video conferencing tools and meeting room setups
- Troubleshoot audio/video, presentation, and collaboration issues
- End-User Support & Service Coordination: Provide L1/L2 support across all IT-related issues

Why should you apply:

- This role offers full ownership of IT within a growing, international organization, with direct impact on employee productivity and operational stability.
- Sole IT ownership with high autonomy and decision-making responsibility
- Exposure to a global, multi-region work environment
- Broad scope covering devices, systems, applications, and multimedia
- Opportunity to shape IT processes and structure from the ground up
- Direct interaction with business stakeholders across all levels

Company information:

This company operates as a globally government relations company firm with approximately 100 employees across Japan, Korea, Singapore, Taiwan, London, and Washington DC. With no dedicated internal IT function currently in place, this role will serve as the sole IT owner responsible for ensuring stable, secure, and efficient day-to-day IT operations.

Expected start date: ASAP (May or June start)

Working Hours: 8:00-17:00 / 9:00-18:00-No Core Time, flexible working hours

Salary: 6M ~ 7.5M JPY

Work Location: Tokyo

Working Style: 5 Days in Office

Holidays: Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

Services/Benefits: Transportation expenses, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

Required Skills

- Bachelor's degree in IT or equivalent work experience in IT or Infrastructure support role
- 5+ years of experience in IT support / IT operations
- Hands-on experience with macOS environments and Microsoft 365 (Outlook, Teams, SharePoint, Exchange Online)
- Experience in supporting device lifecycle and endpoint management
- Experience in working with SaaS tools like Dropbox, Zoom etc.
- Strong troubleshooting experience
- Ability to operate independently as a sole IT resource

Company Description