



## IT Operations Support Engineer (PC / M365 / Devices/

### Exciting New Business

#### Job Information

##### Recruiter

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

##### Job ID

1591024

##### Industry

Automobile and Parts

##### Company Type

Large Company (more than 300 employees) - International Company

##### Non-Japanese Ratio

(Almost) All Japanese

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

5 million yen ~ 8 million yen

##### Work Hours

9:00 - 18:00 (Mon-Fri)

##### Holidays

Saturday, Sunday, National Holidays, etc.

##### Refreshed

May 29th, 2026 15:00

#### General Requirements

##### Minimum Experience Level

Over 3 years

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Business Level

##### Minimum Education Level

High-School

##### Visa Status

Permission to work in Japan required

#### Job Description

A Global Automotive firm is seeking an experienced **IT Support Engineer (PC / M365 / Devices)** to drive large-scale modernization and optimization initiatives across its enterprise end-user computing environment.

This position focuses on the strategic modernization and optimization of the company's digital workplace platforms, including PC clients, virtual desktop environments, and Microsoft 365 services used by more than 10,000 users. The role combines architecture design, transformation leadership, global coordination, and product ownership responsibilities. You will work closely with global infrastructure teams and business stakeholders to ensure seamless migrations, strong user experience, and long-term operational stability.

**Responsibilities:**

- Manage and support end-user devices including PCs, laptops, and mobile phones
- Oversee device lifecycle management (procurement, setup, deployment, replacement, disposal)
- Maintain and support digital workplace environments including Microsoft 365 and collaboration tools
- Ensure stable and efficient workplace services for end users
- Handle user account management (creation, modification, deactivation)
- Manage access permissions across systems and applications
- Support onboarding and offboarding processes
- Ensure compliance with internal security and governance policies
- Manage software assets and application licenses
- Track license usage and optimize allocation
- Support application installation, updates, and troubleshooting
- Coordinate with vendors for licensing and support issues
- Manage corporate mobile devices and telephony services
- Provide support for communication tools (Teams, conferencing systems, meeting room setups)
- Troubleshoot audio/video and multimedia issues
- Support hybrid work environment technologies.
- Provide L1/L2 support for workplace-related issues
- Coordinate with internal teams and external vendors for issue resolution
- Ensure timely response and resolution aligned with SLAs
- Maintain documentation and operational procedures

**Why should you apply:**

- Strategic role focused on architecture, modernization, and transformation rather than routine support
- Responsibility for large-scale, high-visibility workplace initiatives impacting thousands of users
- Close collaboration with global infrastructure teams and international stakeholders
- Opportunity to influence employee productivity and digital experience at enterprise scale
- Stable, globally respected organization with advanced technology environments

**Company Details:**

A large global automobile manufacturer based in Germany. This company is Japan's leading brand, known for its high customer satisfaction performance.

**Working Hours:** 9:00 - 18:00 (Mon-Fri)

**Working Style:** Hybrid

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

**Services/Benefits:** Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

**Required Skills**

- 3–7+ years of experience in IT support, digital workplace, or end-user computing
- Hands-on experience with: PC and device management (Windows environment preferred), Microsoft 365 (Outlook, Teams, Office apps), User account management (Active Directory / Azure AD preferred)
- IT support operations (L1/L2)
- Device lifecycle management
- Software/license management
- Basic understanding of IT infrastructure and workplace services
- Experience working with vendors and service providers is a plus

**Company Description**