



【IT Support Engineer】 Handle technical support to end users

In the middle of Metropolitan, Tokyo

Job Information

Hiring Company

[Tokyo American Club](#)

Subsidiary

Tokyo American Club/ well-known and highly reputed private club

Job ID

1592648

Division

Facilities

Industry

Other (Hospitality)

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Nanboku Line Station

Salary

3 million yen ~ 4 million yen

Work Hours

8:30- 17:00

Holidays

Annual vacation will be given in line with Japanese Law 3 days o

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Business Level

英語使用率100%

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

This position is responsible for handling technical support to end users and endpoint devices, under instruction by other senior staffs.

■**Employment** : Full-time

Responsibility

- Provide IT support via email, phone, ticketing system, and walk-ins as a primary end user support technician of IT team
- Assist end users with network connectivity, equipment setup, desk moves, and other technical issues.
- Manage user accounts, software installation, patches, and software license
- Assist maintaining IT systems including cabling, asset tracking, backup rotation, and vendor escalation.
- End user support on Northstar Nexus (Club Management System) and provide IT equipment for membership related events.

Compensation and Benefits

- Health insurance, Pension, Employment insurance, Industrial accident insurance
- Retirement Allowance
- Group Life Insurance
- Staff Canteen at a subsidized price
- Commuting allowance (with tax-free upper limit)
- Annual Health Check
- Annual Employee Recognition Party

Salary

Full-time/¥250,000 - ¥300,000 / Monthly

Holidays

Annual vacation will be given in line with Japanese Law
3 days of summer vacation

Working Hours

5 days/week on shift schedule include Saturday and Sunday
8:30- 19:00 (7.5 hrs / day)

Location Details

東京都港区麻布台2-1-2

Required Skills**Key Qualifications**

- Basic knowledge of IT hardware / peripheral devices, including Active Directory
- Previously Helpdesk support experience with IT certification is plus
- Fluent to Native level in English / Conversational to Fluent level in Japanese
- Perform multiple tasks and assess priorities appropriately

Company Description