Desktop Suppport Engineer

Job Information

Recruiter
Hi-Tech Japan K.K.

Job ID
1593399

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5.5 million yen ~ 7 million yen

Refreshed
October 27th, 2026 05:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Native Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

• Perform Level 2 troubleshooting, support, and incident management for user computers, mobile phones (iPhone & iPad), accessories, and related technical infrastructure per the client's SLA.

• Provide technical support for desktop/laptop PCs, mobile phones, printers (SFP/MFP/Label Printer/Barcode Scanners), monitors, server/network equipment, and other hardware in both office and manufacturing environments.

• Coordinate with Level 1 Helpdesk engineers to ensure ticket resolutions within SLA timelines.

Company Description