



## Desktop Support 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**

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### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Native

**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