



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

June 23rd, 2026 11:00

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