IT Support Team Lead (東京勤務)

★JTBグループ★グローバルな環境で、ITサポートチームをリードしませんか？

Job Information

Hiring Company
Kuoni Tumlare Japan, Inc.

Job ID
1595804

Industry
Tourism

Company Type
Small/Medium Company (300 employees or less) - International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Shinagawa-ku

Train Description
Yamanote Line, Osaki Station

Salary
4 million yen ~ 7 million yen

Holidays
土、日、祝、年末年始

Refreshed
November 23rd, 2026 07:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

Function: **IT \ Global IT Service Desk**

Location: **JP: Tokyo**

Reporting to: **Global IT Service Desk Manager**

< Function Profile>

The mission of IT is to provide both strategic IT vision and enterprising solutions for all Business Areas, so they can meet their goals, deliver results, and enhance the company's position. We strive to provide reliable systems and IT support that enable employees to work, wherever and whenever, in a way that is as cost efficient and secure as possible.

当社では、ITサービスの品質向上とユーザー満足度向上を担う **IT Support Team Lead** を募集しています。チームマネジメントに加え、Microsoft 365やEntra IDなどの技術サポート、インシデント管理、ステークホルダー対応を担当していただきます。

Required Skills

< Job Profile>

Key Activities/ Objectives of this role

The **IT Support Team Lead** is responsible for leading and managing the IT Support team, ensuring the effective delivery of high-quality IT services to users across the organisation.

The role provides day-to-day leadership, workload management, technical guidance and escalation support while ensuring incidents and service requests are resolved within agreed Service Level Agreements (SLAs).

The Team Leader acts as a key link between the IT Support team, wider IT functions and the business, driving continuous improvement and a positive user experience.

Staff management

- Lead, manage and motivate the IT Support team.
- Allocate daily workload and ensure appropriate support coverage.
- Conduct regular 1-to-1s, performance reviews and team meetings.
- Set team objectives and monitor individual performance.
- Identify training and development requirements.
- Support recruitment, onboarding and development of IT Support staff.
- Manage holidays, sickness and team resource planning.
- Build a collaborative, customer-focused support culture.

Service Management

- Oversee the day-to-day operation of the IT Support function.
- Ensure incidents and service requests are appropriately prioritised and assigned.
- Monitor SLA performance and ensure tickets are progressed and resolved within agreed timescales.
- Provide escalation support for complex or high-priority incidents.
- Coordinate the response to major incidents where required.
- Ensure tickets contain appropriate investigation and resolution information.
- Identify recurring incidents and escalate them for Problem Management.

IT Functions

- Provide technical leadership and guidance to the support team.

- Assist with complex technical issues where escalation is required.
- Support end-user technologies including:

  - Windows
  - Microsoft 365
  - Teams
  - Entra ID / Active Directory
  - Intune
  - Laptops and desktops
  - Printers and peripherals
  - Mobile devices
  - Network connectivity
  - Citrix / desktop environments where applicable
  - Ensure standard troubleshooting and support procedures are followed.

Management

- Act as a senior point of contact for IT Support.
- Develop effective relationships with business stakeholders.
- Provide enhanced support for VIP and senior management users where required.
- Communicate clearly during major incidents and service disruptions.
- Ensure users receive timely updates on significant issues.
- Monitor user satisfaction and identify opportunities to improve the service.

< Role Requirements / Skills & Qualifications >

- 3-5 years of relevant work experience
- 3+ year experience in international company
- Software/hardware diagnosis skills
- AD/Entra knowledge
- IT Networking knowledge
- Familiar with ITSM-systems
- Outstanding communication and interpersonal skills
- Good spoken and written English (upper intermediate or higher)
- Good spoken and written Japanese (upper or higher)

< What We will offer>

- Opportunity to work in an international environment
- Diverse & Inclusive culture
- Learning and training opportunities for growth
- Dedicated Employee Engagement Activities
- Flexible & Remote Working

【勤務地】東京
東京都品川区北品川5-9-11大崎MTビル2階
【勤務時間】9：30 ~ 18：00

【休日休暇】
完全週休2日制（土日）、祝日、年末年始（12/29 ~ 1/4）、有給休暇、永年勤続特別休暇、私傷病休暇

【手当/福利厚生】
諸手当：交通費支給（上限5万円/月）、時間外勤務手当支給
福利厚生：健康保険・労災保険・雇用保険・厚生年金、慶弔見舞金制度、退職金制度

年齢制限範囲　～59歳

年齢制限該当事由　定年を上限

年齢制限の理由　定年年齢が６０歳のため

Company Description