

IT Support Team Lead

Job Information

Recruiter
NEXUS Corporation

Job ID
1597356

Industry
IT Consulting

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Minato-ku

Salary
8 million yen ~ 10 million yen

Refreshed
November 18th, 2026 02:00

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
High-School

Visa Status
Permission to work in Japan required

Job Description

We are looking for an experienced IT Support Team Lead to lead onsite IT support operations.

This role requires a hands-on leader who can manage client relationships, lead an IT support team,

ensure SLA compliance, and provide high-quality end-user support in a manufacturing / production

environment.

Key Responsibilities:

Client & Service Management

·Act as the primary IT contact for the client at site level

·Manage weekly and monthly client meetings, reporting, and presentations

·Ensure SLAs are met for all assigned sites and services

·Handle user communications professionally (email and verbal)

Team Leadership

·Lead and coordinate the onsite IT support team as a cluster/site lead

·Allocate tickets, manage workloads, and ensure service quality

·Coordinate with vendors, principals, and third-party engineers

End-User & Technical Support

·Provide hands-on support for Desktop and Laptop troubleshooting

·Installation, configuration, and troubleshooting of OS, applications, and drivers

·Remote assistance for PC setup, upgrades, and issue resolution

·Support and basic configuration of iPhones (iOS devices)

·Work on incidents and service requests related to hardware and software

Ticketing & ITSM

·Hands-on experience with ticketing tools

·Strong understanding of incident and service request processes

·Knowledge of Service Desk operations: ticket logging, categorization, and allocation

·Ensure adherence to ITIL-aligned processes and SLA targets

Asset & Inventory Management

·Manage hardware asset and inventory records (systems and peripherals)

·Track asset movement across sites and maintain stockroom accuracy

·Perform weekly/monthly inventory audits

·Handle equipment disposal in compliance with processes

·Place hardware/accessories orders and manage threshold stock levels

Site Operations Support

·Escort and coordinate third-party engineers onsite

·Provide hands & feet support for network, printer, and firewall activities

·Perform Quality Assurance testing of laptops

·Receive equipment from clients and update stock records

·Liaise with site facilities for maintenance of Hub / Tech Hub areas

Required Skills

Required Skills & Experience:

·Proven experience in IT Support / Desktop Support / Service Desk roles

·Experience leading or managing an IT support team

·Strong hands-on experience with ticketing tools and ITSM processes

·Solid knowledge of hardware asset and inventory management

·Basic network troubleshooting knowledge

·Strong customer service and client management skills

·Advanced working knowledge of Microsoft Excel

·Experience supporting manufacturing or production line environments from an IT

perspective

Company Description