



## 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**

June 17th, 2026 17:05

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**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
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## 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
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## Company Description