

Bilingual Desktop Support Engineer 👍 Exclusive job

Job Information

Recruiter

Izumi Network Yugen Kaisha

Job ID

1597460

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8.5 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Role: Bilingual Desktop Support Engineer

We are seeking a skilled and customer-focused Bilingual Desktop Support Engineer to join our IT team. This role involves hands-on technical support across multiple platforms, asset management, and collaboration with cross-functional teams to ensure smooth Infra support.

Responsibilities:

- Troubleshoot post deployment issues on multiple computer platforms: Windows, Mac and mobile devices
- IT Asset management
- Hardware Refresh
- Walk Up Support
- Executive (VIP) Support
- Audio and Video Support including Health Checks
- Open and close service requests, as well as manage the classification, assignment, tracking, and completion of requests or incidents
- Responsible for asset tagging and entering all incoming equipment into our asset management system
- Collaborate with cross functional teams to properly onboard incoming new hires

Requirements/Qualifications:

- 3+ years IT experience
- Outstanding customer service and interpersonal skills
- Excellent organizational skills and ability to prioritize tasks among many competing requests
- Excellent oral and written communication skills. (Japanese and English)
- Ability to work in teams and in a team environment

Company Description