Bilingual Desktop Support Engineer (W) 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
November 19th, 2026 04:00

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
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