



## English-Speaking Global IT Support Engineer

**Network & Server Support | Global Client**

### Job Information

**Hiring Company**

GAC JAPAN Co., Ltd.

**Job ID**

1597641

**Division**

On-site IT support engineer

**Industry**

IT Consulting

**Company Type**

Small/Medium Company (300 employees or less)

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Train Description**

Toei Shinjuku Line, Ichigaya Station

**Salary**

3 million yen ~ 6 million yen

**Salary Bonuses**

Bonuses paid on top of indicated salary.

**Salary Commission**

Commission paid on top of indicated salary.

**Work Hours**

9:00 - 18:00 (1 hour break)

**Holidays**

Weekends & Holidays Off | Paid Leave & Family Leave Available

**Refreshed**

June 26th, 2026 10:32

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Business Level (Amount Used: English usage about 25%)

**Minimum Japanese Level**

Daily Conversation

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

**Job Description****◀ Job Description & Position Highlights ▶**

- Responsible for providing IT support at client sites, as well as network and server operations and project coordination
- Through projects for global companies, you can leverage both your English proficiency and IT skills to excel
- You'll work across a wide range of areas—from desktops to networks and servers—allowing you to enhance your technical skills
- With comprehensive support for obtaining certifications and training programs, this is an environment where you can aim to become a leader or manager in the future

**【Job Responsibilities】**

Considerable positions will be available for eligible IT engineers that perform extensive IT-related support that would provide technical services on-site and as local IT staff at the customer sites.

Therefore, we are looking for engineers with sufficient expertise in managing, implementing, and troubleshooting server and network equipment hardware, as well as general desktop-related tasks.

For those with no experience in this field, after basic training, we provide on-the-job training (OJT) with a senior engineer, followed by in-house training that starts with simple tasks and allows them to adapt to more advanced tasks.

Additionally, communication skills in English are essential as communication with overseas IT teams will frequently occur. On the other hand, communication in Japanese is essential (N2,N3 level) at customer sites, so Japanese language skills at a daily conversation level are also required.

The company has an education and qualification support system, and it is an environment where you can improve various skills while working.

- Full-time engineer service:  
Basically, you would go straight to customer site every day, work as IT support staff, and return home after fulfilling your daily task. If you are assigned as primary engineer, you may daily (Workdays) visit customer site and back to your home directly for most of the months.
- Regular visit service:  
You will visit customers' sites several days a week, weekly or bi-weekly to provide IT support in bulk. In addition, when there is an emergency case, you may visit customer sites upon request basis.
- Spot on-site service:  
This is a ticket-based service that is in operation upon visiting a designated location based on a customer request. This service is for unspecified sites. This service will be assigned to engineers who have not been assigned to the full-time engineer service or the regular visit service described above on the target date. This service covers a wide range of tasks related to network devices (mainly Cisco), Server/Storage-related on-site installation and maintenance, and laptop setup etc..
- Project coordination / Management: Coordinating/Managing projects for Japan and overseas. Since this service is on a case-by-case basis, the applicable engineer is selected according to the content.

**< Career Path >**

Of course, we respect engineers who seek to improve their skills as engineers but, we are also eager to have engineers who want to become leaders and/or managers in the immediate future or in the next few years.

\*In recent days, we have also been actively recruiting new graduates. Please contact us if you are interested.

**【Employment Type】**

Permanent

\*There will be a trial period of 3 months

(there will be no difference in salary or treatment during this period).

**【Salary】**

3,000,000yen ~ 6,000,000yen

\*The salary structure is basically a fixed salary plus bonuses.

\*Salary increase-review once a year

**【Working Hours】**

9:00 - 18:00 (1 hour break)

\*Average overtime is about 12.5 hours per month. (2025 average/Tokyo Office)

\*Occasionally, we provide services on holidays on the customer's request.

The overtime hours mentioned above include overtime work on weekend/public holidays and overtime work for travel during business trips to other regions.

**【Work Location】**

Tokyo

**< Access >**

- 5-minute walk from Ichigaya Station on the Toei Shinjuku Line.
- 7 minute walk from Ichigaya Station on the JR Sobu Line and the Tokyo Metro Yurakucho Line, Nanboku Line.
- 15-minute walk from Kudanshita Station on the Tokyo Metro Tozai Line, Hanzomon Line and the Toei Shinjuku Line.

**【Holidays & Leave】**

- 120 days off per year
- Full weekends off (Saturday and Sunday)
- National holidays
- New Year vacations
- Paid vacations
- \*Many non-Japanese engineers take several weeks of continuous vacation to return to their home country.
- Congratulation or condolence leave
- Leave before and after childbirth
- Childcare leave

**【Benefits & Welfare】**

- All transportation expenses paid
- Full social insurance
- Overtime allowance
- Position allowance
- Lump-sum payment for acquisition of qualifications
- External training expenses covered

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**Required Skills****【Requirements】**

- More than 3 years of IT engineer experience in Japan.

**【Preferred Qualifications】**

Most of our business is customer facing services. Therefore, it is of utmost importance to be able to respond to customer requests in a gentle and flexible manner. And, we welcome any qualification holder needed in the field of IT support.

We also actively assist engineers in acquiring qualifications.

《 Example 》 Cisco (CCT, CCNA, CCNP), CompTIA, ITIL, Azure/AWS/GCP etc.

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**Company Description**