



Desktop Support Engineer | Sapporo

Global Team | Friendly Environment

Job Information

Hiring Company

[AdamEve. Co.,Ltd.](#)

Job ID

1597742

Industry

IT Consulting

Job Type

Contract

Location

Hokkaido

Salary

3.5 million yen ~ 4 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

June 30th, 2026 02:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Fluent

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Desktop Support Role (EUC)

Desktop Support Engineer

Location

Sapporo

Employment Type

Full-Time contract

Position Summary

The Desktop Support Engineer is responsible for providing onsite technical support to end users, ensuring the smooth operation of desktop computers, laptops, mobile devices, printers, conferencing systems, and related IT equipment.

Please include your resume in your application.

Company Description ADAMEVEJP operates in the global IT industry with a mission to bridge the economic and opportunity gap between developing and developed countries through effective technology collaboration. The company believes that responsible outsourcing of IT projects can create mutual benefits, allowing organizations in developed countries to access cost-effective services while providing fair opportunities for talent in developing regions. To support this vision, ADAMEVEJP has invested in a remote monitoring tool designed to streamline and improve the outsourcing process. The company focuses on building reliable, efficient technical operations that enable seamless cooperation across borders.

Role Description This is a full-time, on-site Desktop Support Engineer role. The Desktop Support Engineer will provide hands-on technical support for desktop computers, laptops, peripherals, and related hardware in an office environment. Daily tasks include installing, configuring, and maintaining computer systems, diagnosing and resolving hardware and software issues, and supporting users with day-to-day technical problems. The role also involves managing printer support, handling connectivity issues, documenting incidents and resolutions, and escalating complex problems when needed. The Desktop Support Engineer will collaborate with other IT team members to ensure stable system performance, maintain asset inventories, and contribute to continuous improvement of support processes.

Qualifications

- Strong skills in desktop computer support, including installation, configuration, and maintenance of Desktop Computers and Computer Hardware.
- Proven experience providing end-user Technical Support and Troubleshooting for hardware, software, and operating system issues.
- Hands-on experience with Printer Support, including setup, network configuration, and resolving print-related issues.
- Ability to diagnose and resolve technical problems methodically and efficiently, using standard tools and best practices.
- Good understanding of basic networking concepts (e.g., TCP/IP, Wi-Fi, LAN) and common office productivity software.
- Clear and professional communication skills, with the ability to explain technical concepts to non-technical users.
- Strong customer service mindset, reliability, and the ability to prioritize and manage multiple support requests.
- Relevant technical certification or diploma (e.g., CompTIA A+, IT support-related studies) is preferred but not mandatory; prior on-site desktop support experience is an advantage.

Company Description