



PR/087395 | Japanese Bilingual Help Desk

### Job Information

**Recruiter**

JAC Recruitment USA

**Job ID**

1599951

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

United States

**Salary**

Negotiable, based on experience

**Refreshed**

June 26th, 2026 12:08

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

POSITION TITLE IT Helpdesk Engineer

#### POSITION SUMMARY

In this position, you will serve as an IT Helpdesk Engineer supporting end users at a client site, handling escalated technical issues and ensuring stable and efficient IT operations. The role focuses on advanced troubleshooting, user support, and close collaboration with internal teams and external vendors.

#### RESPONSIBILITIES

- Act as an escalation point from Tier 1 engineers for complex technical issues
- Provide support for Windows OS, office productivity tools, email systems, and cloud services

- Manage helpdesk tickets and follow up with users to ensure timely resolution
- Install, configure, and troubleshoot software and hardware (PCs, printers, etc.)
- Create and maintain technical documentation, user manuals, and procedures
- Coordinate with vendors and manufacturers for orders, replacements, and technical support
- Plan and conduct user training sessions at the client site

#### QUALIFICATIONS

- Bachelor's degree in MIS, CIS, or a related field
- Minimum of 2 years of experience in IT Helpdesk or a similar role
- Strong knowledge of Windows OS and office productivity applications
- Basic understanding of networking and cloud technologies
- Excellent communication and customer service skills
- Authorization to work in the United States

#### PREFERRED REQUIREMENTS

- Experience working in a Japanese-affiliated organization
- Exposure to project-related activities
- Japanese language skills

BENEFITS Medical dental vision and others

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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#### Company Description