



Resident IT Support Engineer (Bilingual JP/EN) Osaka

Ownership of End-User Computing

Job Information

Hiring Company

EIRE Systems K.K.

Job ID

1600539

Industry

IT Consulting

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Osaka Prefecture

Salary

7 million yen ~ 9 million yen

Refreshed

July 1st, 2026 15:59

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

We're hiring a resident IT Support Engineer to serve as the sole onsite IT presence at our client's Osaka office, a global hyperscale data center company. This is a high-visibility role with genuine ownership: you'll be the primary point of contact for local users and the trusted local partner to a globally distributed IT team.

The Role

You'll operate as a hybrid Tier 1 / Tier 2 engineer, bridging the language gap between Japanese-speaking users onsite and the client's English-only external service desk. Day-to-day, you'll handle everything from EUC lifecycle work to hybrid-cloud identity and messaging administration with the autonomy to run the site and the backing of a global IT organization behind you.

What You'll Do

- Provide onsite Tier 1 and Tier 2 support to local users, primarily in Japanese.
 - Manage the full EUC lifecycle on Windows endpoints: laptop provisioning for new joiners, offboarding for leavers
 - Troubleshoot hardware, OS, application, printing, and peripheral issues on Windows endpoints.
 - Administer identity, endpoint, and messaging services across a hybrid environment: Active Directory, Microsoft Entra ID, Intune, and Exchange Admin Center.
 - Collaborate with globally distributed IT teams on incidents, changes, and project rollouts.
 - Maintain accurate documentation, SOPs, and knowledge-base entries for the Osaka site.
 - Manage IT asset inventory, stock levels, RMA / warranty cases, and vendor coordination for onsite equipment.
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Required Skills

- Business-level Japanese and English, both spoken and written — essential for the role.
- 3+ years of corporate IT support experience, with a proven blend of Tier 1 and Tier 2 responsibilities.
- Hands-on administration experience with Active Directory, Entra ID, Intune, and Exchange Online.
- Strong Windows EUC troubleshooting skills across Windows 10/11 laptops, Microsoft 365 applications, and common enterprise software.
- Experience with ITSM ticketing systems (e.g., ServiceNow, Jira Service Management) and structured incident/request workflows.
- A self-directed working style, with sound judgment on when to resolve locally and when to escalate.

Nice to Have

- Basic networking knowledge (Wi-Fi, VPN, DNS/DHCP triage).
- Microsoft certifications (MD-102, MS-102) or ITIL Foundation.

Personal Attributes

- Strong customer-service orientation with excellent interpersonal skills.
 - Self-starter comfortable being the sole IT face onsite, with sound judgment on when to escalate.
 - Culturally adaptable and effective in a global, cross-cultural working environment.
 - Detail-oriented, process-driven, and committed to documentation quality.
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Company Description