



IT Support Engineer

Global IT Support with Career Growth!

Job Information

Recruiter

Coto World Inc.

Hiring Company

Global Digital Payments Company

Job ID

1601098

Industry

IT Consulting

Company Type

Large Company (more than 300 employees)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 9 million yen

Refreshed

August 19th, 2026 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation (Amount Used: English usage about 25%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Our client is a global company (HQ in USA), who are well established in the Digital Payments / Payment processing services. In Japan, major clients include Matsumoto Kyoshi, Starbucks, AEON etc. retailing companies. Office location is in central Tokyo, and the company is expanding!

In this role, you will provide comprehensive onsite IT support across our client's locations in Japan. You will collaborate with local, regional, and global IT teams to ensure smooth IT operations, maintain infrastructure reliability, and deliver an exceptional support experience for end users.

Required Skills

- 3–5 years of hands-on experience in IT support, ideally within a multinational or global organization.
- Proven experience supporting both Windows 11 and macOS environments.
- Practical knowledge of networking infrastructure, including Cisco switches, routers, and related network devices.
- Familiarity with telephony systems, structured cabling, and workplace connectivity solutions.
- Experience managing and coordinating with external vendors and IT service providers.
- Solid understanding of enterprise IT infrastructure, IT service management, and end-user support best practices.

Company Description