



Understanding People

IT Support Specialist

Fortune 500 company

Job Information

Recruiter

Specialized Group

Job ID

1602209

Industry

Asset Management

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 9 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

July 24th, 2026 06:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

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

To efficiently and effectively resolve all support calls related to advanced software and hardware, installation, and maintenance, while demonstrating superior technical expertise and delivering excellent customer service. Additionally, maintain all relevant procedures and documentation, proactively identify recurring patterns, and implement long-term corrective actions.

Primary Duties/Responsibilities:

Customer Experience and Support

- Serve as a dedicated resource in advanced technology customer experience, including Level 2 & 3 “White Glove” service, collaboration solutions (Microsoft Teams), service desk software, and inventory management (ServiceNow), as well as network and data center activities as needed.
- Respond promptly and effectively to calls regarding any software and hardware queries or issues within Invesco's responsibility, always delivering excellent service to all clients.
- Act as the primary support person for Audio Visual/Media systems throughout the site, including meeting rooms, conference spaces, and common areas, supporting events and meetings activities.
- Investigate faults related to desktop applications and configurations, identifying and implementing appropriate solutions.
- Complete software/hardware installations, upgrades, ad-hoc project activities, moves, and rollouts as requested, ensuring satisfaction for all parties involved. This includes patching and first-line telephony responsibilities.

Resource Management and System Improvement

- Maintain a central library for applications under the Infra CX group's responsibility, including reference manuals, installation guides, and more.
- Keep hardware inventories, application profiles, procedure databases, and the technology knowledge center up-to-date and current.
- Manage calls, including logging, taking ownership, updating, and closing calls correctly using appropriate categories and escalating when necessary.
- Analyze calls, proactively monitoring and investigating statistics to identify recurring problems for root cause analysis.
- Identify improvements within Technology infrastructure, leading and/or assisting with streamlining, simplifying, and improving system efficiencies through technology, lateral thinking, and creativity.

Mentorship and Collaboration

- Act as the lead coordinator for all desktop inquiries related to assigned project activities when advised.
- Collaborate across Tech Infrastructure teams, both Run and Build, to solve current state issues and plan for future states.
- Collaborate with other Technology teams to deliver world-class services from a Technology Infrastructure standpoint.

Other Responsibilities

- Continuously improve working practices to ensure team success as measured by efficient and effective metrics.
- Work closely with the site lead and team for scheduling and prioritizing tasks.
- Provide intelligent hands-on support for all areas of the Infrastructure Services Group when requested.

Company Description