

Onsite IT Support Engineer

Exclusive job

Job Information

Recruiter
NEXUS Corporation

Job ID
1602585

Industry
IT Consulting

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Hyogo Prefecture, Sasayama-shi

Salary
5 million yen ~ 6 million yen

Work Hours
9:00 - 18:00

Refreshed
November 17th, 2026 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

This IT Support Role is responsible for the configuration and maintenance of relevant computing hardware such as workstations, switches, virtual machines and displays. Systems at the site also include SCADA, third party stand-alone control systems including freezers, air handlers, chillers and building management systems.

- Collaborate with cross-functional teams to ensure smooth integration of IT and Automation systems.
- Participate in the development and execution of IT and Automation projects.
- Support 24x7 site operations after start-up.
- Schedule and perform routine maintenance and upgrades on IT hardware and software.
- Develop and maintain documentation for OT hardware system configurations, Standard Operating Procedures

(SOPs), User Requirements Specifications (URS), Functional Specifications (FS), and Design Specifications (DDS/HDS/SDS).
- Assist in the implementation of security measures and protocols to protect IT and Automation systems.
- Set up and configure hardware supporting OT Industrial Control Systems, including network devices, switches, servers, and workstations in a GMP pharmaceutical environment.
- Provide technical support and troubleshooting for IT and Automation systems.
- Coordinate with vendors and external partners to resolve technical issues or procure necessary equipment.
- Participate in Operational Excellence and continuous improvement initiatives.

Required Skills

- Bachelor's degree in Computer Science, Information Technology, automation, engineering or a related field.
- Minimum of 5 years of experience in IT or Automation, in a GMP Pharma environment.
- Strong knowledge of networking protocols, hardware, and troubleshooting.
- Experience in project management for IT or Automation projects
- Experience with setting up and configuring network devices, switches, servers, and workstations.
- Familiarity with automation systems and their integration with IT infrastructure.
- Experience of GMP including 21 CFR 11 regulations and compliance requirements.
- Excellent problem-solving and analytical skills.
- Strong communication and collaboration abilities.
- Ability to work independently and handle multiple tasks simultaneously.
- Certifications such as CCNA, MCSE, or CompTIA A+ are a plus.

Company Description