



★広島でデスクサイドサポートエンジニア/Deskside Support in Hiroshima★

★Relocation allowance!★

Job Information

Hiring Company

[Intersoft K.K.](#)

Job ID

1605675

Industry

IT Consulting

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Hiroshima Prefecture, Higashi-hiro-shi Ma-shi

Salary

Negotiable, based on experience ~ 6 million yen

Refreshed

August 11th, 2026 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

業務内容

エンドユーザー向けオンサイト・リモートサポート PC、ノートPC、プリンター、モバイル端末などの障害対応 Windows 10/11、Mac、Microsoft 365、各種業務アプリケーションの設定・保守 Active Directory、ServiceNowなどITSMツールを利用したユーザー管理 VIPユーザー対応および重要インシデント対応 グローバルITチームとの連携によるシステム導入・展開・改善 IT資産管理、ドキュメント作成・更新 ITセキュリティポリシーおよび運用ルールの遵守 ジュニアエンジニアへの技術サポート・ナレッジ共有

Job Responsibilities

- Provide onsite and remote IT support for end users.
- Troubleshoot and resolve issues related to desktop PCs, laptops, printers, mobile devices, and peripheral equipment.
- Configure, maintain, and support Windows 10/11, macOS, Microsoft 365, and various business applications.
- Manage user accounts and access using Active Directory and IT Service Management (ITSM) tools such as ServiceNow.
- Deliver dedicated support to VIP users and respond to critical IT incidents with a high level of professionalism.
- Collaborate with global IT teams on system implementations, deployments, upgrades, and continuous improvement initiatives.
- Manage IT assets and maintain accurate technical documentation and operational procedures.
- Ensure compliance with IT security policies, corporate standards, and operational guidelines.
- Provide technical guidance, knowledge sharing, and mentoring to junior engineers.

Required Skills

応募資格

- デスクサイドサポートまたはITサポート経験2年以上
- Windows 10/11、Microsoft 365、Active Directoryの実務経験
- ハードウェア・ソフトウェア・ネットワークのトラブルシューティング経験
- 日本国内ユーザーサポート経験
- 英語（ビジネスレベル）
- 日本語（ネイティブレベル）
- 高いコミュニケーション能力と顧客対応力
- 主体的に業務を進められる方

歓迎スキル

- CompTIA A+、Microsoft認定資格、ITIL Foundationなど
- 外資系企業または大手企業でのITサポート経験
- Macサポート経験
- 金融・法務など規制業界での業務経験

福利厚生

- 競争力のある給与
- 交通費支給（月額上限20,000円）
- 各種社会保険完備
- 関東ITソフトウェア健康保険組合の福利厚生制度
- 定期健康診断
- インフルエンザ予防接種費用補助
- 年次有給休暇
- キャリア開発・資格取得支援制度
- フレンドリーで多国籍な職場環境

Qualifications

- Minimum 2 years of experience in Deskside Support or IT Support.
- Hands-on experience with Windows 10/11, Microsoft 365, and Active Directory.
- Strong troubleshooting skills across hardware, software, and network-related issues.
- Experience providing end-user IT support within Japan.
- Business-level English proficiency.
- Native-level Japanese proficiency.
- Excellent communication, interpersonal, and customer service skills.
- Self-motivated with the ability to work independently and proactively.

Preferred Qualifications

- Industry certifications such as CompTIA A+, Microsoft Certifications, or ITIL Foundation.
- Experience providing IT support in multinational corporations or large enterprise environments.
- Experience supporting macOS and Apple devices.
- Experience working in regulated industries such as finance or legal services.

Benefits

- Competitive salary package.
- Transportation allowance (up to JPY 20,000 per month).
- Comprehensive social insurance coverage.
- Membership benefits through the Kanto IT Software Health Insurance Association (ITS Kenpo).
- Annual health check-up.
- Influenza vaccination subsidy.
- Paid annual leave.
- Career development and professional certification support.
- Friendly, multicultural, and collaborative work environment.

Company Description