



Onsite IT Support Engineer (L2) | Bilingual JP+EN

The primary contact for Tokyo Office IT!

Job Information

Hiring Company

[EIRE Systems K.K.](#)

Job ID

1605972

Division

On-site End User Support Services

Industry

IT Consulting

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Yamanote Line, Tamachi Station

Salary

5.5 million yen ~ 7.5 million yen

Work Hours

9am-6pm, Monday to Friday

Holidays

Saturday, Sunday, Japan National Holidays

Refreshed

September 3rd, 2026 13:00

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

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Desktop / IT Infra Support Engineer (Level 2)

Onsite, Global Healthcare Technology Company, Tokyo HQ

Bilingual Japanese + English

About the Role

EIRE Systems is seeking an experienced Level 2 IT Support Engineer to work onsite at the Tokyo headquarters of our client — a global healthcare technology company. You will operate as the primary point of contact for all IT support matters at the site, while collaborating closely with a globally distributed IT team.

This is a high-visibility role with genuine ownership: you'll be charged with handling IT support and operations for the local environment, keeping users productive and services running smoothly. As the trusted onsite presence, you'll bridge the gap between the Japanese-speaking local users — including VIP users — and the wider global IT organization. **Professional-level Japanese language skills are essential!**

What You'll Do

- Provide Level 2 technical support and services for desktops, laptops, printers, and peripherals
- Troubleshoot hardware, software, OS, Outlook, and application-related issues
- Install, configure, and support Windows OS and Office 365 environments
- Support system upgrades, patching, imaging, and asset management
- Manage Active Directory, user accounts, access management, and group policies
- Troubleshoot LAN/Wi-Fi, VPN, DNS, DHCP, and remote connectivity issues
- Handle ticket resolution, incident management, and root cause analysis
- Coordinate with L3 teams and vendors for major incidents and escalations
- Smart Hands project support for local servers and infrastructure (e.g. physical move / replace / upgrade / maintenance)
- Provide remote and onsite support while ensuring SLA compliance

Required Skills

- 3–5 years of experience in Desktop / End User Support
- Experience in enterprise or corporate IT environments
- Professional-level Japanese language skills to support local Japan end users, including VIP users
- Strong knowledge of Windows 10/11, Office 365, and Outlook
- Experience with Active Directory and remote support tools
- Good understanding of networking concepts (TCP/IP, DNS, DHCP, VPN)
- Experience using ticketing tools such as ServiceNow, Remedy, or Jira
- Knowledge of endpoint security and antivirus tools
- Strong troubleshooting, communication, and user-handling skill

Company Description