【N1-Junior】 Bilingual IT Support I Perm I In-house IT

In-house IT / Minimum 1 year experience

Job Information

Recruiter
Skillhouse Staffing Solutions K.K.

Hiring Company
Leading global energy drink brand

Job ID
1609226

Industry
Retail

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

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5 million yen ~ 8 million yen

Refreshed
November 16th, 2026 06:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

A Global beverage firm is now looking for an **IT Specialist (In House IT support)** position.
The ideal candidate will be responsible for providing daily IT support for end-users, aiming to enhance user satisfaction through IT processes and guidelines. You will manage a current and secure inventory of end-user devices and IT equipment for subsidiaries and branch offices. Additionally, you will assist with local IT and business projects, including the deployment of internal system applications.

Responsibilities:
- Deliver professional IT onboarding for end-users, ensuring alignment with global IT standards and a consistent user experience across the organization
- Provide daily IT support via remote service desk tools, including resolution of incidents, service requests, problems, and change management activities
- Support meeting room and event technologies, ensuring smooth operation of audio/visual systems and collaboration tools for business activities
- Manage user account administration, access provisioning, and IT security/service training programs to maintain compliance and awareness
- Maintain accurate IT asset inventory and oversee the full lifecycle management of end-user devices, peripherals, mobile devices, and office IT equipment
- Supervise local IT infrastructure (including network, printers, and meeting room systems) in alignment with global architecture and standards
- Lead local IT work packages and projects, coordinating with global teams, vendors, and partners while supporting IT budget planning and driving service improvements

Why should you apply
- Gain experience as an internal IT specialist within a global organization, working in both Japanese and English.
- Company offers flexible working arrangements, including 20 days of paid leave granted from the start of employment and the option to work from home up to two days per week.

Company Details:
A global energy drink company headquartered in Europe is the Japanese subsidiary of a worldwide beverage brand. Founded in the mid-2000s and based in central Tokyo, the company is responsible for the import, sales, and marketing of energy drink products in Japan. In addition to its core beverage business, it is widely recognized for its strong presence in media and event marketing, spanning sports, music, dance, motorsports, and e-sports. The brand is known for pioneering the energy drink category through experiential, youth-focused marketing and continues to demonstrate strong global growth, with over 12 billion cans sold worldwide in 2023. As an IT professional joining this organization, you will be part of a fast-paced, globally connected environment where technology plays a critical role in enabling innovative marketing, live events, and day-to-day business operations. Unlike traditional corporate IT settings, IT here directly supports high-visibility, real-world experiences and global brand activations. You will gain exposure to standardized global IT platforms, modern cloud-based infrastructure, and international collaboration across regions within a structured yet dynamic global IT organization. This is an opportunity to move beyond conventional IT support and infrastructure work and contribute to how technology enhances customer engagement, digital experiences, and operational excellence within a globally recognized lifestyle brand.

Working Hours: 9:00 – 18:00 (Mon-Fri) *Flex time
Working Style: Hybrid (60% work in office / 40 % work from home)
Holidays: Saturday, Sunday, and National Holidays, Year-end and New Year Holidays, Paid Holidays (20days from 1st year)
Services/Benefits: Social Insurance, Company Insurance, 401K pension plan (contributing 6.5% of the monthly base salary each month), Benefit One, Employee Discount
Interview Process: 3-4 times

Required Skills

- Strong communicator
- Solid knowhow in Microsoft Windows and Office, Mac, AD, Exchange, Mobile Devices, Networking and Security Services
- Strong analytical and problem solve skills towards IT peers around the global
- ITIL v3 experience, ServiceNow or equivalent tool experience appreciated
- Team-oriented, self-motivated personality, hands-on and flexible personality

Company Description