



CR/097580 | IT Desktop Support Engineer

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1609799

Industry

IT Consulting

Job Type

Contract

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

September 29th, 2026 11:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client is a global technology-focused organization specializing in infrastructure management and IT workforce solutions.

This is a 12-month agency contract role (extendable/renewable)

JOB RESPONSIBILITIES

- Provide end-user support for Microsoft 365
- Handle incidents and service requests, perform initial troubleshooting and escalation
- Manage user accounts, permissions, and configuration changes
- Perform operational tasks for M365 using PowerShell (e.g., administration, verification, routine tasks automation)

- Create and manage tickets, document troubleshooting steps and resolutions using ITSM tools
- Coordinate with internal teams and vendors for issue resolution and follow-ups
- Maintain knowledge articles, SOPs, and FAQs

JOB REQUIREMENTS

- Atleast 1-year relevant experience
- Experience in IT Helpdesk / Service Desk support
- Solid understanding of Microsoft 365 fundamentals and support operations
- Japanese language proficiency (written and spoken) to communicate effectively with Japanese speaking stakeholders
- Coordinate with stakeholders/users
- PowerShell scripting/administration experience
- Experience with ITSM tools such as ServiceNow, Zendesk, Dynamics 365, etc.
- Hands-on experience with Exchange Online, Teams, SharePoint, OneDrive, Entra ID (Azure AD), etc.
- Experience supporting global users

Interested candidates who wish to apply for the above positions, please click "Apply now".

We regret that only shortlisted candidates will be notified.

Working Location: Singapore

Bhadoria Shilpalekha Vikas (R1876178)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

#countrysingapore

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Company Description