

IT Laptop Refresh プロジェクトIT Laptop Refresh Project Exclusive job[Join a Large-Scale IT Laptop Refresh](#)

Job Information

Hiring Company[Intersoft K.K.](#)**Job ID**

1611258

Industry

Hardware

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3 million yen ~ 5 million yen

Refreshed

September 7th, 2026 20:01

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 25%)

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

IT Laptop Refresh プロジェクト | ITサポートエンジニア

■勤務地

東京都港区赤坂

■ 募集ポジション

ITサポートエンジニア / Laptop Refresh Technician

■ プロジェクト概要

大規模なPCリフレッシュプロジェクトに伴い、約1,550台のノートPC（Laptop）の入れ替え・展開作業を担当いただくITサポートエンジニアを募集します。

プロジェクト計画および所定の手順に基づき、PCのセットアップからユーザーへの展開、動作確認、旧PCからの入れ替えまで、一連のリフレッシュ業務を担当いただきます。

■ 主な業務内容

- ・ 約1,550台のノートPCのリフレッシュ・入れ替え作業
- ・ 新規ノートPCのセットアップおよび初期設定
- ・ PCの設置・展開およびユーザーへの引き渡し
- ・ Windows OS、アプリケーション等の基本的な設定・確認
- ・ PCおよび周辺機器に関する基本的なトラブルシューティング
- ・ ユーザーからの問い合わせ対応
- ・ PC・IT資産情報の確認および更新
- ・ 作業進捗および対応内容の記録
- ・ プロジェクトチームとの連携およびスケジュール管理
- ・ 問題発生時の適切なエスカレーション

Project Period:

Location:

Akasaka, Minato-ku, Tokyo

Position:

IT Support Engineer / Laptop Refresh Technician

Project Description

We are seeking five IT Support Engineers / Laptop Refresh Technicians to support a large-scale laptop refresh and deployment project involving approximately 1,550 laptops.

The successful candidates will be responsible for the end-to-end laptop refresh process, including device preparation, configuration, deployment, user handover, functional verification, and replacement of existing laptops. All activities must be performed accurately and efficiently in accordance with established project procedures and schedules.

Key Responsibilities

- ・ Perform laptop refresh and replacement activities for approximately 1,550 devices
- ・ Set up and perform initial configuration of new laptops
- ・ Install, configure, and verify Windows OS and required applications
- ・ Deploy laptops to end users and perform user handover
- ・ Replace existing/legacy laptops with new devices
- ・ Perform basic troubleshooting of laptops, peripherals, and related IT issues
- ・ Respond to basic user inquiries and provide appropriate support
- ・ Verify and update IT asset and device information

- Record completed activities, issues, and project progress accurately
- Coordinate with project team members to ensure smooth execution and adherence to schedules
- Escalate technical or operational issues to the appropriate team when required
- Follow established procedures, work instructions, and security requirements

Required Skills

■ 歓迎スキル・経験

- PCリブレース / PCリフレッシュプロジェクトの経験
- 大規模なPC展開・キittingの経験
- Microsoft 365に関する基本的な知識
- IT資産管理の経験
- 多数のPCを扱うプロジェクトでの就業経験
- 英語を使用したITサポート経験

■ 言語スキル

- 日本語：必須
- 英語：歓迎
- 日英バイリンガルの方を優先しますが、日本語のみの方も応募可能です。

■ 求める人物像

- PCリブレース業務を正確かつ効率的に遂行できる方
- 大規模プロジェクトにおいて、チームメンバーと協力して業務を進められる方
- ユーザーに対して丁寧かつ適切なコミュニケーションができる方
- 定められた手順・スケジュールを遵守し、責任を持って業務を遂行できる方

Required Skills & Experience

- Practical experience in **IT Support, Help Desk, Deskside Support, Field Support, or a similar role**
- Hands-on experience with **PC/laptop setup, replacement, deployment, or rollout activities**
- Basic knowledge of **Microsoft Windows operating systems**
- Good user-facing communication and customer service skills
- Ability to follow documented procedures and work instructions accurately
- Ability to work efficiently and systematically in a high-volume IT environment
- Strong attention to detail and a responsible approach to assigned tasks

Preferred Skills & Experience

- Experience participating in **PC replacement, laptop refresh, or device migration projects**
- Experience with **large-scale PC deployment, rollout, or kitting projects**
- Basic knowledge of **Microsoft 365**
- Experience with **IT asset management**
- Experience working on projects involving a large volume of IT devices
- Previous experience providing IT support in an **English-speaking or bilingual environment**

Language Requirements

- **Japanese: Required**
- **English: Preferred**

Japanese-English bilingual candidates will be given preference; however, **Japanese-only candidates are also welcome to apply.**

Ideal Candidate Profile

The ideal candidate will:

- Be able to perform laptop replacement and deployment activities **accurately, efficiently, and consistently**

- Work effectively as part of a team in a **large-scale IT project environment**
- Communicate professionally and courteously with end users
- Strictly follow established procedures, schedules, and project requirements
- Demonstrate a strong sense of responsibility and ownership for assigned tasks
- Be flexible and proactive when responding to project requirements or operational issues
- Maintain a professional attitude throughout the project

Company Description