EIRE
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IT-Facilities Support Engineer (Data Center Infra & Office)

DC & Workplace Support for Global Bank

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1612625

Industry
Bank, Trust Bank

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

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
October 30th, 2026 00:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
Daily Conversation Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

EIRE Systems is looking to hire a hands-on IT/Facilities Support Engineer to deliver Data Center field-work and End-User hardware services for our client, a large global financial institution. This role is a great fit for IT engineers looking to broaden their experience across enterprise infrastructure, including data center operations, network cabling and infrastructure, and corporate workplace technology, including hardware setups and IT-facilities operations support.

Location:
The primary work location will be our client's head office in Minato-ku, Tokyo. Travel to several off-site data centers in the Tokyo/Kanto area will be required on a regular basis.

Tasks and Responsibilities:
Datacenter & IT Facilities Support: (60% - 70%)

- Perform physical activities within data centers: equipment rack mounting, cable patching, inspection and replacement of cables and SFP modules.
- Incident support and troubleshooting of network, cabling and hardware issues.
- Site Audits: Conduct audits that require interaction and coordination with building management and vendors
- Includes site visits to company-managed data center locations in the Tokyo area.

Office Workstation Moves: (10% - 20%)

- Typical user relocation activities involve moving and reconfiguring multiple workstations.
- Tasks require physical effort and manual dexterity, including the removal and installation of monitor arms and mounting hardware.
- Occasional small-scale projects involve replacing multiple large monitors across the office.

PC / Laptop Rebuilds: (10% - 20%)

- Prepare devices for redeployment by wiping, rebuilding, and returning PCs and laptops to inventory stock after employee departures.
- Includes associated asset and inventory management activities.

Other responsibilities, such as Office Conference Room AV hardware maintenance and troubleshooting may be required.

Required Skills

- Practical experience supporting server, storage, and network infrastructure in data center or server room environments, including rack installation, cabling and patching, hardware break-fix, troubleshooting, and connectivity monitoring etc.
- Experience performing workplace IT hardware setups and deployment (IMAC - installs, moves, add, changes) activities for computers, multi-monitor setups, docking stations, etc.
- Familiarity with asset management, inventory control, and hardware lifecycle processes.
- Ability and willingness to perform physical tasks, including lifting heavy IT equipment.

Language Requirements:

- Excellent speaking and written English skills are a must.
- Business-level Japanese communication skills preferred.

Company Description