

IT Service Desk Associate

Job Information

Recruiter
NEXUS Corporation

Job ID
1612671

Industry
Pharmaceutical

Company Type
International Company

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
4.5 million yen ~ 6 million yen

Holidays
Weekends & All Public Holidays

Refreshed
October 26th, 2026 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Role Overview

We are looking for a Service Desk Associate to provide technical support and ensure effective management of user incidents, service requests, and related IT support activities. The role will be responsible for troubleshooting technical issues, maintaining service levels, coordinating escalations, and ensuring a high level of customer satisfaction.

Key Responsibilities:

- Assess, diagnose, troubleshoot, and resolve or appropriately escalate technical issues involving hardware, software, and network-related problems.
- Develop, maintain, and enforce Standard Operating Procedures (SOPs) and troubleshooting guidelines.
- Provide professional and customer-focused support when addressing business and technical queries from end users.

- Ensure all troubleshooting activities, actions, and resolutions are accurately documented in the ticketing system for reporting and record-keeping purposes.
- Prioritize and manage tickets to ensure compliance with SLAs, resolution targets, and service delivery standards.
- Collaborate with internal IT teams, vendors, and third-party service providers to improve service delivery and resolve escalated issues.
- Communicate effectively with end users regarding ticket status, progress, updates, and escalations.
- Coordinate with Knowledge Managers, Escalation Managers, and Incident Managers to ensure effective alignment and incident/service management.
- Implement and maintain performance reporting for SLAs and KPIs, ensuring adherence to agreed service levels.
- Review and follow up on ticket-based Customer Satisfaction (CSAT) feedback within the delivery center.
- Review ticket ageing and conduct pending-ticket analysis in coordination with the Team Lead to identify and address outstanding issues.

Required Skills

- **Japanese language proficiency at JLPT N2 level or equivalent.**
- Proficiency with IT service desk/ticketing systems and remote support tools.
- Working knowledge of the ITIL framework and service management principles.
- Strong communication skills, with the ability to explain technical issues and solutions clearly to non-technical users.
- Strong organizational skills and the ability to prioritize and manage multiple tasks in a fast-paced environment.
- Ability to work effectively with internal teams, vendors, and third-party service providers.
- Flexibility to work extended shifts when required.
- Strong customer service mindset and professional communication skills.

Company Description