PTS Japan - Bridge People and World -

Bilingual IT Support Engineer - M365/Intune, Tokyo

Use English daily, grow with a team

Job Information

Hiring Company
PTS Japan K.K.

Job ID
1615762

Industry
Other (IT, Internet, Gaming)

Company Type
Small/Medium Company (300 employees or less)

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - 23 Wards, Minato-ku

Train Description
Yamanote Line, Shinagawa Station

Salary
4.5 million yen ~ 6 million yen

Work Hours
9:00-18:00 (1h break, per client); off-hours work may occur

Holidays
Sat, Sun, national holidays, year-end/New Year, paid leave

Refreshed
October 30th, 2026 10:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

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

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

[Position Overview]

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We are looking for an IT Support Engineer to support the IT environments of our clients, mainly the Japan offices of global companies.
Depending on each client's needs, you will provide support through onsite assignments at client offices, regular visits, ad hoc onsite support, and remote hands (onsite work under the direction of overseas engineers).
Our IT support is delivered by a team of engineers assigned to each client. The team backs each other up when a member is away and shares knowledge to provide stable, reliable service.

[Work Style]
- Onsite assignment at client offices (5 days a week, 2-3 days a week, etc.)
- Regular visits (weekly, several times a month, etc.)
- Ad hoc onsite support and remote hands
- Assignments will be decided based on your experience and preferences
- Travel to client sites within the Tokyo metropolitan area is required

[Responsibilities]
End-User Support
- Set up, maintain, and troubleshoot PCs, mobile devices, printers, and peripherals
- Support users with Microsoft 365 (Outlook, Teams, SharePoint, etc.)
- Respond to employee inquiries in both Japanese and English

Account and Device Management
- Create, change, and delete user accounts for joiners, movers, and leavers (Entra ID / Active Directory)
- Manage devices with Intune and set up PCs and smartphones
- Manage IT asset inventory, distribution, replacement, disposal, and asset registers

Onsite Support and Remote Hands
- Install, cable, replace, and check equipment under the direction of overseas engineers and vendors
- Check the status of network devices (switches, routers, Wi-Fi) and perform initial troubleshooting

Operations and Coordination
- Receive, handle, and escalate tickets to overseas teams using ticketing systems such as ServiceNow
- Coordinate with telecom carriers and equipment vendors
- Provide remote support to other domestic offices
- Support relocation and reconfiguration of IT equipment for office layout changes
- Explain new tools introduced by overseas headquarters to Japanese users, and translate related materials
- Handle first response for everyday security issues such as phishing emails

[Why Join Us]
- Use English every day in real IT work at global companies
- Never work alone: our team backs you up and shares knowledge
- Build a broad skill set across onsite assignments, visits, and hands-on support

Required Skills

[Required]
- 1+ years of experience in IT support or help desk roles
- Experience supporting Windows PCs and Microsoft 365
- Business-level Japanese and English (to support users in both languages)

[Preferred]
- Experience administering Entra ID, Active Directory, and Intune
- Experience with ticketing tools such as ServiceNow
- IT support experience at global companies
- Basic knowledge of networking (LAN, Wi-Fi, firewalls)
- Experience with onsite work in data centers or offices (cabling, equipment replacement)
- Certifications such as CompTIA A+, Network+, or Microsoft 365

[Ideal Candidate]
- Able to support client employees attentively in both Japanese and English
- Values sharing information within a team
- Flexible in working across onsite assignments and visits

Company Description