Support Engineer – AI Server Infrastructure FTE - Tokyo, Tok

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Job Information

Hiring Company
systemsGo Corporation

Subsidiary
systemsGo

Job ID
1615972

Industry
IT Consulting

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
Negotiable, based on experience

Work Hours
Mon-Fri 9am-6pm

Holidays
Starts at 13 days/yr paid leave, increases each year until 22/yr

Refreshed
October 19th, 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
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

About the Opportunity

Our client is a global technology company at the forefront of next-generation AI computing and high-performance infrastructure solutions. The organization develops cutting-edge hardware and software technologies that power advanced artificial intelligence, machine learning, and large-scale computing environments.

With a strong engineering-driven culture and an expanding international presence, the company is committed to delivering scalable, reliable, and high-performance infrastructure solutions for enterprise and research customers worldwide.

Position Summary

We are seeking a skilled and customer-focused Support Engineer – AI Server Infrastructure to support the deployment, maintenance, and operation of AI server systems across Japan.

The successful candidate will provide both on-site and remote technical support for high-performance servers, storage platforms, networking equipment, and related infrastructure. This role requires strong troubleshooting skills, hands-on hardware experience, and the ability to collaborate effectively with customers and global engineering teams.

Key Responsibilities

AI Infrastructure Support

- Perform preventative and corrective maintenance on AI server systems and associated infrastructure.
- Diagnose and resolve hardware failures involving servers, accelerators, memory, storage, power supplies, and PCIe devices.
- Conduct component replacements and on-site repair activities.
- Support server deployments, installations, relocations, and decommissioning projects.
- Execute firmware, BIOS, driver, and software upgrades.

Monitoring & Incident Response

- Monitor system availability and performance using remote management and monitoring tools.
- Investigate and analyze system alerts, logs, and hardware events.
- Perform first-level troubleshooting and root cause identification.
- Create incident reports and maintain accurate service documentation.
- Escalate complex technical issues to engineering and global support teams as required.

Customer Engagement

- Deliver professional technical support at customer offices and data center facilities.
- Communicate technical findings, risks, and resolutions effectively to customers and internal stakeholders.
- Ensure support activities are completed in accordance with service-level agreements (SLAs).
- Act as a trusted technical advisor during maintenance windows and critical outage situations.

Asset & Inventory Management

- Track and manage spare parts inventory.
- Coordinate replacement part shipments and logistics activities.
- Maintain maintenance reports, service records, and asset tracking documentation.

Required Skills

Required Qualifications

- Minimum 3 years of experience supporting enterprise server infrastructure.
- Hands-on experience troubleshooting x86 servers and enterprise hardware platforms.
- Strong understanding of hardware diagnostics and failure isolation.
- Working knowledge of Linux operating systems (Ubuntu, RHEL, CentOS, etc.).
- Basic networking knowledge, including:
  - TCP/IP
  - DHCP
  - VLANs
  - Layer 2 / Layer 3 networking
  - IPMI
- Experience providing customer-facing technical support and on-site services.
- Familiarity with hardware diagnostic tools such as:
  - ipmitool
  - smartctl
  - nvidia-smi (or equivalent monitoring tools)
- Experience preparing technical and incident documentation.
- Ability to read and understand English technical documentation.
- Business-level Japanese language skills.

- Conversational English communication ability.

Preferred Qualifications

- Experience supporting GPU servers, AI infrastructure, or high-performance computing (HPC) environments.
- Hands-on experience with enterprise AI server platforms and large-scale compute clusters.
- Knowledge of:
  - InfiniBand
  - NVLink
  - PCIe architectures
  - High-speed Ethernet networking
- Experience working within data center environments.
- Understanding of AI, machine learning, or HPC workloads.
- Experience with Linux shell scripting and automation.
- Valid Japanese driver's license.
- Experience supporting multinational enterprise customers.

Language

- Japanese: Business
- English: Business level

Company Description