PTS Japan - Bridge People and World -

Data Center Onsite Support Engineer | Ome, Tokyo

Support network & users at a global DC

Job Information

Hiring Company
PTS Japan K.K.

Job ID
1616569

Industry
Communication

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

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - Other Areas

Salary
5.5 million yen ~ 7.5 million yen

Work Hours
8 hours/day, 40 hours/week (per client site schedule)

Holidays
Weekends, national holidays, year-end/New Year holidays

Refreshed
October 23rd, 2026 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

[Position Overview]
We are looking for Onsite Support Engineers to work at the Japan sites of a leading global data center operator, supporting both network/infrastructure equipment and end-user IT environments.

Positions are open at three sites: Ome (Tokyo), Inzai (Chiba), and Osaka. Please let us know your preferred location.

Working closely with overseas L3 engineers and vendors in English, you will act as the onsite "remote hands," handling everything from first-level incident response to day-to-day maintenance.

[Responsibilities]
■ Data Center / Network
- Respond to network monitoring alerts (e.g., SolarWinds) and perform initial triage
- Check switch and port status; trace, patch, and label cabling
- Perform physical checks of power redundancy; maintain rack, cabling, port, and asset records
- Perform device reboots, cable changes, and replacements according to procedures
- Provide onsite support to L3 engineers and vendors; collect logs and packet captures
- Apply monthly and ad hoc patches

■ End-User Support
- Set up, maintain, and troubleshoot PCs, mobile devices, printers, and peripherals (managed via Intune)
- Create, modify, and delete user accounts; manage access rights and security groups
- Arrange procurement of PCs and mobile devices; manage inventory, assets, and disposal
- Troubleshoot Wi-Fi and wired network connectivity

■ Operations / Improvement
- Create and manage tickets in the ITSM tool
- Perform root cause analysis and permanent fixes (following change management processes)
- Perform daily health checks and regular maintenance such as firmware updates
- Create and update technical documentation and procedures

[Why Join Us]
- Gain hands-on experience in both network and end-user support at a world-class data center operator
- Use English in your daily work with overseas engineers (approx. 50% English)
- Long-term project of approximately one year

This position is based at the client's data center in Ome, Tokyo. We are hiring two engineers for this site.

Required Skills

[Required]
- 3+ years of onsite IT field support experience (L2 level)
- Experience managing tickets in an ITSM tool
- Basic knowledge of network equipment (switches, routers, Wi-Fi) and experience with first-level troubleshooting
- Experience supporting PCs and mobile devices
- Business-level English (for collaboration with overseas engineers)
- Fluent Japanese
- Valid work authorization in Japan

[Preferred]
- Experience working in a data center
- Experience with monitoring tools such as SolarWinds
- Experience administering Intune and Microsoft 365
- Certifications such as CCNA, CompTIA Network+, or A+

Company Description