IT Helpdesk

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Job Information

Recruiter
SThree K.K.

Job ID
1621990

Industry
Education

Job Type
Permanent Full-time

Location
Kanagawa Prefecture

Salary
Negotiable, based on experience

Refreshed
November 12th, 2026 09:54

General Requirements

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

・ Act as the primary point of contact for IT support requests, providing technical assistance to employees across Japan and overseas offices in both Japanese and English.
・ Troubleshoot and resolve hardware, software, network, and user account issues through remote and on-site support.
・ Manage support tickets from intake to resolution, ensuring timely communication, prioritization, and service quality.
・ Escalate complex issues when necessary and identify recurring problems to drive continuous service improvement.
・ Deliver an excellent end-user experience by translating technical concepts into clear, user-friendly guidance.
・ Support employee onboarding and offboarding activities, including account provisioning, device setup, and access management.
・ Maintain and enhance IT documentation, knowledge bases, FAQs, and troubleshooting resources.
・ Collaborate with HR, Operations, and Global IT teams to ensure seamless support delivery and operational efficiency.

If you know anybody who could be a good fit for the role, please feel free to refer them **here** until November 19th and earn 150,000JPY when we're able to place them.

Company Description

Hi All, I'm currently recruiting for this position. Please click on the job title below to view the Job Description and apply to it!