

PR/110945 | IT executive

Job Information

Recruiter
JAC Recruitment India

Job ID
1623407

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
India

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 10:30

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Job Summary

We are seeking an **IT Engineer** to independently manage day-to-day IT operations at our India office, ensuring secure and uninterrupted IT services. The role will act as the primary liaison between local users, external IT vendors, and the IT Department in Japan, handling routine support activities and escalating complex issues when required.

Key Responsibilities

- Deploy, configure, and support **Windows 11 PCs**, Microsoft 365 applications, printers, and end-user devices.
- Provide first-level support for PC, Microsoft 365, LAN, Wi-Fi, and printer-related issues.
- Administer **Microsoft 365**, including user account management, license assignment, password resets, and mailbox/group administration.

- Perform basic network and **FortiGate firewall** monitoring, troubleshooting, and approved configuration changes.
- Diagnose network issues using tools such as **ipconfig, ping, tracert, and nslookup** and coordinate escalations when required.
- Monitor patching, antivirus status, and compliance with IT security policies.
- Maintain IT asset inventories, licenses, user accounts, and technical documentation.
- Coordinate with external IT vendors and support local IT infrastructure projects.
- Provide regular updates and reports to local management and the IT team in Japan.

Required Skills & Qualifications

Technical Skills

- Experience with Windows 11 setup, configuration, and troubleshooting.
- Hands-on experience with Microsoft 365 administration.
- Basic knowledge of TCP/IP, DNS, DHCP, LAN/Wi-Fi networking.
- Exposure to firewall administration, preferably FortiGate.

Behavioral Skills

- Strong communication and stakeholder management skills.
- Proactive approach to reporting, escalation, and issue resolution.
- Comfortable collaborating with Japanese colleagues and global teams.
- High level of integrity, compliance awareness, and attention to detail.

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Company Description