



Helpdesk Engineer (Technical Support)

Leading European Technology Manufacturer

Job Information

Recruiter

[Ahead Japan](#)

Job ID

1035024

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

3 million yen ~ 4 million yen

Refreshed

January 8th, 2021 10:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Fast growing European manufacturing company, develop their own hardware and application. Having global presence in 12 different countries. Their systems can be found in over 40 countries with over 2 billion users annually.

Overview:

This is an exciting Helpdesk and Technical Support position in central Tokyo supporting hardware and software technology for a global European manufacturing company with offices worldwide.

Responsibilities:

- Provide technical support to both technical and non-technical end users
- Installing, configuring and maintaining computer hardware, operating systems and application software
- Troubleshooting system problems and solving hardware/software issues
- Providing support via e-mail or over the telephone, and onsite if necessary
- Escalating and communicating with R&D team
- Business trips within Japan if needed

Required Skills

- Solid knowledge of Windows OS, basic to intermediate knowledge of networks and database systems
- Great problem solving skills and communication skills
- Excellent knowledge of Japanese (JLPT1, fluent or native speaker) and English (Business Level, able to read, write and speak)
- 2-3 years previous working experience, preferably in a technical field

Company Description

Think Ahead. Move Ahead.

We know that who you work with matters.

Think of Ahead - think of your future.

Ahead Japan is an executive search firm changing recruitment in Japan and the APAC region. Headquartered in Tokyo, we assist SMEs and multinational corporations in their hiring needs with our extensive network of bilingual professionals. Ahead specializes in function-based recruiting in the areas of IT, Marketing, Finance & Accounting, and Office Administration.

Here at Ahead, we know that who you work with matters. We help you think positively and move forward. For our clients, we are dedicated to helping you build a strong workforce and assure you we'll find the best candidate for the job. For our candidates, we are focused on supporting your ambitions and placing you in a position that reflects them. So whether you are a client or a candidate, when you think of Ahead, think of your future.

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