IT Support Engineer (Osaka/Tokyo Area preferred)

Great work-life balance, career opps!

募集職種

採用企業名
株式会社システムズ ゴー

求人ID
1226820

部署名
Technology Support

業種
ITコンサルティング

会社の種類
中小企業 (従業員300名以下) - 外資系企業

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
大阪府

給与
経験考慮の上、応相談

勤務時間
Mon-Fri 9am-6pm

休日・休暇
Starts at 13 days/yr paid leave, increases each year until 22/yr

更新日
2026年11月06日 03:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル
ビジネス会話レベル

最終学歴
専門学校卒

現在のビザ
日本での就労許可が必要です

募集要項

systemsGo is growing rapidly and currently seeking an experienced **IT Support Engineer** who enjoys service delivery of our

high-quality IT solutions to new and existing clients. We value self-motivated, enthusiastic professionals who get excited about the excellent professional services for our clients. You should be dependable, curious, and welcome new challenges.

You will work with a dedicated and energetic group of multi-lingual/multi-cultural professionals in an environment with opportunities to develop new knowledge and skills, and perform the responsibilities as listed.

systemsGo is recognized for consistent high quality IT solutions combining local awareness with the ability to communicate with IT HQ staff abroad and implement global IT standards in a local context. Our experienced Service Delivery team, our well-honed business model and our strong understanding of assisting foreign companies in Asia ensures satisfied clients, repeat business and referrals.

Responsibilities:

- Provide regular scheduled and ad hoc support to systemsGo clients
- Follow instructions given by the Team Lead to complete regular onsite support tasks
- Troubleshoot internal IT infrastructure and network-related problems
- Alert systemsGo management of potential critical situations. Monitor critical client problems until they are resolved
- Follow instructions given by the Team Lead or Project Manager to assist on projects for engineering tasks
- Set up, install, configure and test computer and network systems as needed to complete projects on schedule
- Assist sales team by collecting information on client systems and problems faced onsite
- Effectively communicate client status with Account Executives and primary engineers
- Utilize systemsGo's processes and methodologies to provide a consistent and competent level of service to the client
- Actively build on IT and communication skills to improve on skill set and productivity

Requirements:

- Diploma/Degree in Computer Science/Information Technology preferred
- At least 3-5 years or more experience in an IT end-user support or services provider environment
- Experience with installing, maintaining and supporting office end user environment – PCs, Printers, etc.
- Basic knowledge on network infrastructure: structured cabling, circuits, network devices, etc.
- Customer Service – Able to describe issues clearly to end users and Clients' Management. Summarise activities and results effectively communicate with clients regarding their requirements and concerns
- Work effectively in teams. Follow instructions and see them to completion in a timely fashion
- Able to work unsupervised and provide focused results
- Problem Solving – Ability to gather information; explore and eliminate alternatives; request and utilise assistance from other sources
- Strong Japanese skills (Business to Native)
- Intermediate or higher ability in English strongly preferred
- A desire to further your knowledge and abilities

スキル・資格

Computer Skills

- Client system Microsoft certification
- Windows 7/8/10 MCP/MCITP, MCTS/MCDST, MCSA/MCSE highly desirable
- Office 365 environment
- VC support experience on Cisco WebEx / Zooms Polycom etc
- Windows Server experience
- Working knowledge of Microsoft service (AD, DNS, DHCP, WSUS, GPO)
- Networking experience (checkpoint firewall and HP switches is a plus)
- VDI
- Microsoft Azure management
- MDM
- Project management / coordination experience

Location

Azabudai, Minato-ku, Tokyo (Please check if the location convenience for you before apply, also you can see other opening IT Engineer positions we are posting)

To apply, please contact: Daria.Tang@systemsgo.asia

会社説明

systemsGo is a well-established and growing IT professional services company based in Tokyo with offices in Osaka, Hong Kong, Shanghai, Singapore and also servicing clients in Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi and Taipei.

We are committed to providing our clients with the highest-quality professional services which include IT infrastructure support, systems integration, project management, consulting and staffing solutions. Our client portfolio includes global investment banks, private equity firms, pharmaceutical and biotech companies, law firms, IT companies, trading & manufacturing firms.

We look after our employees, provide many opportunities for career advancement, competitive salaries, excellent benefits

and opportunities to travel and relocate to companies within our group . We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

Systems Go Co., Ltd. is an IT company headquartered in Tokyo. With branch offices in Osaka, Hong Kong, Shanghai and Singapore, we provide professional IT services across Asia. We also serve Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi and Taipei.

We specialize in IT infrastructure, system integration, project management, consulting, and human resources solutions, providing the highest level of service that cannot be found anywhere else. Our clients include global investment banks, mutual funds, pharmaceutical and biotechnology companies, law firms, IT firms, trading and manufacturing companies.

Systems Go strives to improve the work environment by providing employees with every opportunity, such as career advancement, salary review, transfer to domestic and overseas bases, and enhancement of welfare programs.

We look forward to receiving applications from highly ambitious and willing to pursue the best service with us.