Senior Desktop Engineer at Investment Bank

Permanent Position + Great Salary

募集職種

採用企業名
インターソフト株式会社

求人ID
1539876

業種
投資銀行

会社の種類
大手企業 (300名を超える従業員数) - 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
東京都 23区, 港区

給与
700万円 ~ 1000万円

勤務時間
9am - 5pm

休日・休暇
Saturday, Sunday + National Holidays

更新日
2025年05月16日 11:35

応募必要条件

職務経験
6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

日本語レベル
ネイティブ

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

We are seeking an experienced **Senior Desktop Engineer** to join the end-user technology team of a leading global investment bank. The successful candidate will be responsible for delivering high-quality desktop support and engineering services to ensure stable, secure, and high-performing end-user computing environments for our Japan-based employees.

This role requires strong technical expertise, excellent communication skills in both Japanese and English, and the ability to work effectively in a fast-paced, regulated financial services environment.

Key Responsibilities:

- Provide **Level 2 and Level 3** support for desktop-related issues including Windows OS, Microsoft 365, and virtual desktop infrastructure (VDI)

- Act as the technical lead for desktop engineering initiatives such as system upgrades, patch management, and hardware lifecycle planning

- Collaborate with regional and global IT teams to implement standardized desktop images, GPO policies, and endpoint security controls

- Support audio-visual systems, conference rooms, and VIP/end-user equipment setups

- Troubleshoot and resolve issues with market data terminals (Bloomberg, Reuters, etc.)

- Create and maintain documentation, knowledge base articles, and technical procedures

- Participate in BCP/DR planning and testing for end-user infrastructure

- Maintain compliance with global IT security and regulatory policies

- Provide technical mentorship to junior support staff and assist with training as needed

スキル・資格

- Minimum 5–7 years of experience in desktop engineering or end-user support, preferably in a **financial services or enterprise environment**

- Strong hands-on experience with **Windows 10/11**, Active Directory, SCCM/Intune, and Microsoft 365

- Experience with **Citrix VDI**, remote access tools, and endpoint management platforms

- Familiarity with scripting (e.g., PowerShell) for automation and administration

- Knowledge of **ITIL best practices** and ticketing systems such as ServiceNow

- Experience supporting **trading floor environments** and familiarity with financial applications is highly desirable

- Ability to work independently and manage multiple priorities under tight deadlines

- Excellent problem-solving and customer service skills

Language Requirements:

- **Japanese:** Native level (reading, writing, and verbal communication)

- **English:** Business level (ability to interact with regional/global teams and document procedures)

Preferred Qualifications:

- Microsoft certifications (e.g., MCSA, MS-100, MD-102) or relevant technical credentials

- Experience working in a multinational or investment banking environment

- Understanding of Japan-specific compliance and data privacy regulations (e.g., FISC)

会社説明