

MichaelPage

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IT User Support - Globally Known Investment Firm

IT User Support - Global Investment Firm

募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1545289

業種

プライベートエクイティファンド・ベンチャーキャピタル

雇用形態

派遣

勤務地

東京都 23区

給与

500万円 ~ 700万円

更新日

2025年06月23日 15:51

応募必要条件

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

ビジネス会話レベル

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

Join the IT team of a global financial institution to provide high-level support for end users and critical business systems. This is a hands-on role involving troubleshooting, hardware/software setup, and user administration.

Client Details

This role is with a globally recognized investment firm known for its long-standing expertise across diverse asset classes and markets. With offices in major cities around the world, the company fosters a highly collaborative and performance-driven culture, emphasizing teamwork, innovation, and long-term value creation.

Description

- Provide end-user support via phone, remote, and desk-side assistance
- Handle incident response for PC and LAN issues (on-call rotation included)
- Install, configure, and maintain PC hardware/software and peripherals
- Manage software licenses and IT asset inventory
- Troubleshoot complex issues related to desktops, laptops, printers, and network devices
- Administer user accounts, access rights, and system documentation
- Support Zoom/Teams conferencing and mobile device connectivity

- Maintain Active Directory, DNS, and DHCP environments

Job Offer

- Work in a high-performing and international environment
- Collaborate with professionals across the world.
- Opportunity to grow within a prestigious investment organization
- Exposure to modern tools, enterprise systems, and cloud-based collaboration platforms

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Naoko Toda at +81 3 6832 8648.

スキル・資格

- Minimum 5 years' experience in IT support or service desk roles, ideally in finance
- Proficient in Windows 10, AD, DNS, DHCP, and security best practices
- Skilled in troubleshooting across devices, remote access, and collaboration tools
- Strong communication skills in both English and Japanese
- Self-motivated, customer-focused, and detail-oriented

会社説明

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