



## Bilingual IT Help Desk/System Engineer

### IT Support for a Global Pharma Company

#### 募集職種

#### 採用企業名

エイラシステム株式会社

#### 求人ID

1553196

#### 業種

ITコンサルティング

#### 雇用形態

正社員

#### 勤務地

東京都 23区, 千代田区

#### 給与

300万円 ~ 500万円

#### 更新日

2025年08月04日 00:00

#### 応募必要条件

#### 職務経験

1年以上

#### キャリアレベル

新卒・未経験者レベル

#### 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

短大卒：準学士号

#### 現在のビザ

日本での就労許可が必要です

#### 募集要項

- Support and troubleshoot internal PCs, Windows & O365 platforms, mobile devices and IP phones
- Perform kitting and setup tasks for user hardware & devices
- Manage troubleshooting enquires & tickets through Servicenow
- Set up and support video conferences
- Handle daily help desk operations and various IT infrastructure projects (OS updates, hardware replacement work)
- Manage equipment installation

#### スキル・資格

- 2 plus years of experience providing in-person user support for Windows PCs and mobile devices
- Ability to provide user support in both Japanese and English

Welcome Experience:

- Hands-on experience building PCs for personal use
- IT-related academic background
- Certifications from Microsoft or Cisco, etc. (MD-100+101, MD-102, MCP, MCSA, CCNA)

Required Language Skills:

English: Business level proficiency-Ability to work with and produce professional documentation and reports for global project stakeholders

Japanese: Business level (JLPT N2 & above)-Strong oral and written communication skills using Japanese language

Career Pathway:

This role offers significant opportunities for growth. Based on your interests and capabilities, you could advance into roles such as IT Support Team Leader, Network/Server Engineer or Project Manager.

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会社説明