



デスクトップエンジニアとL1インフラストラクチャサポート/ L1 Infrastructure Support

IT業界でのキャリアアップをサポートします！

募集職種

人材紹介会社

フィデル・コンサルティング株式会社

求人ID

1554066

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

給与

800万円 ~ 1000万円

更新日

2025年08月06日 17:08

応募必要条件

職務経験

10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

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

Desktop Support:

Provide basic troubleshooting and L1 support to end users via email, chat, front-line and phone.

Kit out and configure PCs and mobile devices for users.

Assist with IT asset management and inventory tracking. Assist

with VC meeting room setup and troubleshooting. Use

ServiceNow for ticket management and documentation.

Maintain accurate SOPs (Standard Operating Procedures) and support records.

L1 Infrastructure Support:

Perform basic network maintenance (eg lamp checks, cable connections).

Assist with on-site network troubleshooting and escalate to specialized teams as needed.

Coordinate with global teams in English and local vendors in Japanese.

Assist with infrastructure lifecycle management and inventory tracking.

IT Management Support:

Handle IT related administrative tasks (eg, purchase order creation and processing) and assist with documentation and coordination for procurement and vendor collaboration.

Local response:

Our headquarters is in Nakameguro.
On-site support in Tatebayashi is required at least two days per week.
Flexibility to work late shifts and weekend/after-hours support as needed.
Occasional travel to remote locations (data centers) is required.

Responsibilities:

Desktop Support:

- Basic troubleshooting and L1 support for end users via the following mediums: email, chat, walk-in and phone call.
- Perform PC and mobile device kitting and setup for users.
- Assist with IT asset management and inventory tracking.
- Provide support for VC meeting room setups and troubleshooting.
- Use ServiceNow for ticket management and documentation.
- Maintain accurate SOPs and support records.

L1 Infrastructure Support:

- Perform basic network maintenance (eg, lamp checks, cabling).
- Support onsite network troubleshooting and escalate to dedicated teams.
- Coordinate with global teams in English and local vendors in Japanese.
- Assist with infrastructure lifecycle management and inventory tracking.

IT Administrative Support:

- Handle IT-related administrative tasks including PO creation and processing.
- Support documentation and coordination for procurement and vendor engagement.

Onsite Coverage:

- Head office located in Nakameguro.
- Minimum 2 days per week on site in Tatebayashi.
- Flexibility for occasional late shifts and weekend/outside business hours support as required.
- Occasional travel to support remote locations (data center)

スキル・資格

Qualification Requirements:

Minimum 3 years of experience in local IT end-user support
Minimum 3 years of experience in IT infrastructure operations and on-site support
Experience leading small to medium-sized projects
Native-level Japanese and business-level English (reading, writing, speaking)
Willingness and ability to travel between locations to provide on-site support
Experience in vendor management and procurement
Ability to work domestic independently and proactively
Language Requirements: Business Japanese, JLPT N2 level and business-level English

Qualifications:

- Minimum 3 years of experience in onsite IT end-user support
- Minimum 3 years of experience in IT infrastructure operations and field support
- Experience leading small to mid-sized projects
- Native-level Japanese and business-level English (reading, writing, and speaking)
- Willingness and ability to travel between domestic sites for onsite support
- Experience in vendor management and procurement operations
- Ability to work independently and proactively

Language Requirements: Business Japanese JLPT N2-level and Business-level English

会社説明