



L2 Deskside Support Technician

募集職種

人材紹介会社
[Advisory Group株式会社](#)

求人ID
1557597

業種
旅行・観光

雇用形態
正社員

勤務地
東京都 23区

給与
400万円 ~ 650万円

更新日
2025年10月06日 03:00

応募必要条件

職務経験
1年以上

キャリアレベル
中途経験者レベル

英語レベル
日常会話レベル (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
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

Why Apply?

- **Exceptional Work-Life Balance:** Enjoy very low overtime (max ~10 hours per month).
- **Flexible Working:** Access to **Flex Time and Work From Home (WFH)** options after the 3-month probation period.
- **Global Exposure:** Connect with colleagues and global teams from the U.S., India, and China, enriching your international business experience.

What You will Do:

As a Deskside Support Technician, you will be the core technical resource for employees, handling more complex issues that Level 1 support cannot resolve.

- Provide **Level 2 Help Desk support** for all employees, primarily focusing on PCs, mobile devices, and associated programs.

- Perform **effective troubleshooting and problem-solving** for hardware, software, and other IT solutions.
- Install, configure, and maintain software and systems, ensuring adherence to all ICT and security best practices.
- Provide hands-on assistance and coordination with other technical teams as needed.
- Monitor system status to proactively improve performance and reliability.

スキル・資格

Qualifications and Experience:

- **Experience:** 1-2 years of proven technical experience in an IT support environment, with a strong background in Level 2 or desktop/infrastructure support.
- **Language: Business-level Japanese** or higher proficiency is essential. You must also be comfortable reading and writing business-level English for international communications.
- **Technical Knowledge:** Working knowledge of IT systems, including Microsoft Business Software Applications.
- **Soft Skills:** Excellent customer service and communication skills, with the ability to interpret and follow written IT policies and procedures.

会社説明