



Desktop Support Team Lead

Hybrid | Global company | Permanent role

募集職種

人材紹介会社  
ハイテックジャパン株式会社

採用企業名  
Fast growing global IT consulting firm

求人ID  
1559991

業種  
ITコンサルティング

会社の種類  
大手企業 (300名を超える従業員数) - 外資系企業

雇用形態  
正社員

勤務地  
東京都 23区

給与  
750万円 ~ 850万円

更新日  
2025年09月30日 12:00

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  
流暢

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 a highly experienced **Desktop Support Team Lead** to manage and mentor an onsite support team. This role involves overseeing daily desktide operations, ensuring high-quality technical support across Windows, macOS, mobile devices, conferencing, and enterprise tools, while also driving strategic improvements in end-user computing services. The ideal candidate will bring over 7 years of desktide support experience, including 3+ years in leadership, strong technical expertise (Windows, macOS, MS Office, VLAN/DHCP/DNS, Active Directory, SCCM, JAMF), and proven success supporting executive stakeholders in Fortune 500 environments. Fluency in Japanese (JLPT N1) and advanced English proficiency are required.

## スキル・資格

- **Leadership & Team Management:** Mentoring, workload prioritization, ticket quality audits, executive-level support, continuous improvement.
- **End-User Support:** Windows & macOS platforms, laptops, desktops, mobile devices, printers, MS Office (Outlook, Excel, Teams, PowerPoint), VDI, remote access.
- **Incident & Problem Management:** ServiceNow expertise, root cause analysis, trending analysis, escalation handling, process optimization.
- **Knowledge Management:** Documentation, knowledge base creation, training, and onboarding programs.
- **Technical Tools & Systems:** Active Directory, SCCM, JAMF, ARS (Active Roles Administration Service), device lifecycle & asset management.
- **Networking:** Tier 2+ skills in VLANs, DHCP, DNS.
- **System Administration & AV:** End-user system administration, AV conferencing support, live meeting streaming.
- **Compliance & Security:** Adherence to security, confidentiality, and corporate IT policies.
- **Languages:** Japanese (Native/JLPT N1), English (High-Intermediate, TOEIC 650+).

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会社説明