# 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**
2026年11月11日 04:00

## 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

We are seeking a highly experienced **Deskside Support Team Lead** to manage and mentor an onsite support team. This role involves overseeing daily deskside 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 deskside 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