



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04月01日 07:00

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 **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