



## Desktop Support Lead

### 募集職種

人材紹介会社  
株式会社 JAC International

採用企業名  
Global IT Service Provider

求人ID  
1560087

業種  
Sler・システムインテグレーター

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  
600万円 ~ 1100万円

更新日  
2025年10月01日 13:15

### 応募必要条件

職務経験  
3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

**Location:** 100% onsite at client office in Tokyo

#### Language Requirements:

- **Japanese:** Fluent/Advanced (Native level or JLPT N1)
- **English:** High Intermediate or above (TOEIC 650+ preferred)

#### Key Responsibilities

- Lead and manage a Deskside Support team to ensure timely and effective resolution of technical issues.
- Mentor team members and foster a culture of service excellence and continuous improvement.
- Allocate resources efficiently and manage team workload and priorities.
- Oversee support for end-user computing devices and software (Windows, macOS, mobile devices, printers, MS

- Office, remote access, video conferencing, VDI).
- Provide hands-on technical guidance and recommend solutions for complex issues.
  - Support hardware lifecycle activities including provisioning, monitoring, re-imaging, and retirement.
  - Conduct random audits on ticket quality and provide feedback to team members.
  - Ensure adherence to company policies, safety regulations, and cleanliness standards.
  - Maintain compliance with security and confidentiality protocols.
  - Track and monitor incidents using ITSM tools (e.g., ServiceNow).
  - Perform root cause analysis and trend identification for recurring issues.
  - Drive continuous improvement in support processes and documentation standards.
  - Create and maintain knowledge base articles.
  - Develop onboarding and training programs including mentorship and job shadowing.
  - Guide the team in using tools such as Active Directory, SCCM, JAMF, and ARS.
  - Lead system administration efforts and support AV conferencing and live streaming technologies.
  - Communicate technical concepts clearly to executives and stakeholders.
  - Address escalations and ensure resolution of executive-level issues.
  - Ensure team is prepared to perform physical tasks such as device moves and box handling.
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## スキル・資格

- Bachelor's degree in Computer Science or a related field (or equivalent experience with +2 additional years in IT support).
  - Leadership training or certifications are a strong advantage.
  - Minimum of 7 years of experience in Deskside Support, with at least 3 years in a leadership or team lead role.
  - Strong expertise in supporting both macOS and Windows platforms.
  - Proficient in Microsoft Office applications, especially Outlook.
  - Solid Tier 2+ networking knowledge, including VLANs, DHCP, and DNS.
  - Experience managing support operations in a large, global enterprise environment.
  - Proven track record of delivering high-quality technical support to executive-level stakeholders.
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## 会社説明