

# **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11月12日 01:00

## 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.

## 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.

会社説明