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Helpdesk / IT Support Specialist

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募集職種

人材紹介会社
マイケル・ペイジ・インターナショナル・ジャパン株式会社

求人ID
1561594

業種
ハードウエア

雇用形態
派遣

勤務地
東京都 23区

給与
400万円 ~ 700万円

更新日
2025年10月14日 11:55

応募必要条件

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
ビジネス会話レベル

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

We're seeking a IT Support / Helpdesk Engineer to provide end-user support and maintain IT infrastructure in a bilingual office. The role offers opportunities to learn directly from experienced professionals and contribute to efficient IT operations.

Client Details

Our client is a leading multinational technology company known for its innovative products and professional workplace culture. With a strong presence across Japan and the Asia-Pacific region, the company fosters an environment where collaboration, learning, and precision matter.

Description

- Provide on-site IT support to employees (desktop, laptop, mobile, and peripheral devices)
- Handle IT requests and incident tickets through systems such as ServiceNow or similar tools
- Manage IT inventory, asset control, and user access settings
- Support account creation, security updates, and access management for joiners and leavers
- Assist with onboarding and IT orientation for new employees
- Contribute to documentation such as IT manuals and troubleshooting guides
- Support lead engineers in small-scale IT infrastructure or ERP-related projects (e.g., SAP maintenance)

Job Offer

- Long-term contract with potential for extension
- Opportunity to learn enterprise IT systems (SAP, Active Directory, etc.)
- Work-life balance: weekday hours, minimal overtime
- International working environment with bilingual communication

If you are passionate about technology and thrive in a business services environment, we encourage you to apply for this IT Support role today!

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Zhixian Li on +81364021509.

スキル・資格

Must-have:

- Diploma or equivalent qualification in IT, Computer Science, or related field
- At least 2 years of experience in end-user support or IT helpdesk
- Strong understanding of Microsoft Office Suite and Windows environments
- Japanese: Fluent/ English: Intermediate communication ability
- Experience with IT ticketing systems (ServiceNow or equivalent)

Nice-to-have:

- Familiarity with ERP systems such as SAP
- Knowledge of IT asset management and security policies
- Good communication and teamwork skills in a multicultural environment

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会社説明

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