



Desktop + IT Infra Support Engineer

Be the 'go-to' IT Support @Nagoya branch

募集職種

採用企業名

エイラシステム株式会社

求人ID

1562611

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

外国人の割合

外国人 少数

雇用形態

契約

勤務地

愛知県, 名古屋市中村区

最寄駅

関西本線駅

給与

550万円 ~ 750万円

更新日

2025年10月21日 17:24

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

ビジネス会話レベル

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Join EIRE Systems as an IT Infrastructure Support Engineer and become an essential part of a geographically distributed team that delivers IT customer support to the in-house staff working in our client's corporate offices. This role is an excellent opportunity for those seeking more advanced responsibility and autonomy in their work.

As the primary representative for the IT Services department for the Nagoya branch office, you'll be relied upon to provide user IT consultations, conduct new user orientations, participate in technical meetings, contribute to documentation and

projects, and perform planned maintenance.

Bilingual Japanese and English skills are a must! Extensive technical support experience, troubleshooting, customer service, multitasking skills are critical.

Workplace & Location:

Work onsite at our client's corporate office in Nagoya, Japan. Our client is one of the biggest names in the global aviation industry! Occasional travel to other partner sites in and around Aichi Prefecture will be required.

Key Responsibilities:

- Deploy, administer, and maintain IT systems across desktops, servers, networks, and mobile devices.
- Analyze computing requirements, install and configure hardware/software, and ensure systems meet organizational standards.
- Manage incidents, resolve technical issues, and update asset records in relevant databases.
- Provide IT consultations to users, distribute starter packages, and offer initial orientation for new users.
- Participate in technical meetings, maintain compliance with IT policies, and contribute to documentation and process improvements.
- Support projects and continual service improvement initiatives, collaborating with IT professionals to fulfill business needs.
- Perform emergency or periodically planned information systems administration tasks, maintenance/upgrades, and configuration changes (when applicable).

Why you'll love it!

- Work in a global, bilingual environment within a giant of the aviation industry.
- Enjoy a stable, full-time onsite role in a shiny new office space in Nagoya City.
- Collaborate with international teams and grow your professional network.
- Join a company that values innovation, teamwork, and exceptional service.

スキル・資格

- Bilingual Japanese and English proficiency.
- At least 5 years of total IT experience, with hands-on experience in enterprise IT infrastructure support and service delivery, both onsite and remote.
- Extensive IT technical support skills with superior knowledge of operating systems, software, and hardware. (2-3 years previous experience in IT End User Support Services)
- Computing background and at least one or more professional technical certifications highly desired:
 - Microsoft Certified Professional (MCP); CompTIA A+ Certification; ITIL Foundation and /or CompTIA IT Fundamentals+ (ITF+); Cisco Certified Network Associate (CCNA); CompTIA Network+; CompTIA Security+
- Knowledge of Audio-Visual or Video Teleconferencing systems (for providing level 1 support).
- Previous experience working in a global IT team highly desirable.
- Excellent troubleshooting and problem-solving skills, including server and network administration.
- Customer focused with strong customer service skills and the ability to apply sensitivity and discretion when required.

会社説明