



## Deskside Support Engineer - Global Financial Firm

Varied tech & business environments

### 募集職種

#### 採用企業名

エイラシステム株式会社

#### 支社・支店

EIRE Systems K.K. / エイラ システム 株式会社

#### 求人ID

1563014

#### 部署名

On-site IT Support Services Group

#### 業種

証券

#### 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 半数

#### 雇用形態

契約

#### 勤務地

東京都 23区, 中央区

#### 最寄駅

丸の内線、 大手町駅

#### 給与

500万円 ~ 650万円

#### 更新日

2026年05月07日 02:00

### 応募必要条件

#### 職務経験

1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 (英語使用比率: 50%程度)

#### 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

As a member of the Desk-side Services team, you will need to work with support teams and other IT departments within the

firm on various troubleshooting and customer requests.

This role entails a challenging mix of troubleshooting & consultation to our end users whilst also planning and executing on a variety of projects and improvements along the way.

Our "Value Add" is our customer-focused mindset; delivering a Superior Customer Service Experience is at the core of the decisions we make and solutions we provide.

### **Workplace**

**Location:** Otemachi, Tokyo (Full-time Onsite)

**Business domain:** Global Finance/Securities Company  
(Investment Banking, Global Capital Market, Research, Investment Management, and Firm Management divisions in Japan)

### **What You'll Do:**

- Troubleshooting issues escalated from IT Helpdesk
- Provide on-site technical support for desktop PCs – both software and hardware
- Physically set up computers and software system installation
- Support Market Data and in-house developed applications
- Perform basic hardware moves and changes
- Record and manage all incidents and requests in ticket-tracking system
- Ensure timely resolution of issues by acquiring necessary information to best measure impact to the end users
- Proactively inform management of trends, significant problems and expected delays
- Provide other IT-related support as required by the business (Holiday, off-hour and BCP Support)
- Test applications as required by the business before rollout
- Documentation of products and processes

### **Support Coverage:**

- Monday to Friday, 8 working hours/day shift (including 1 hour lunch) between 08:30 to 19:00 based on shift roster determined weekly
- Very occasional non-office hours (evening & weekend) over time work requires

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### スキル・資格

#### **Required:**

- English language: Advanced Level - Strong verbal, written, listening communication experience
- Japanese language: Intermediate Level Business Communication skills
- 2 to 5 years of IT support experience
- Good Working knowledge and IT experience supporting Microsoft Windows configuration, Desktop Administration, Microsoft Office Suite
- Solid understanding of Intel based PC hardware/peripherals
- Analytical and problem-solving skills
- Team player and the ability to collaborate
- Ability to work independently and drive innovation
- Ability to make decisions following approved procedures in a fast-paced environment
- Multitask and ability to prioritize tasks
- Project execution exposure

#### **Highly Advantageous to have:**

- Experience in the financial services domain, including market data application support
- Japanese language: Advanced Level - Strong verbal, written, listening communication experience
- Good fundamental understanding of network and server infrastructure

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### 会社説明