



Bilingual IT! Junior IT Support Engineer 【Computacenter】 正社員

International work environment

募集職種

採用企業名

Computacenter Japan 株式会社

支社・支店

Computacenter Japan K.K

求人ID

1565908

業種

ITコンサルティング

会社の種類

中小企業 (従業員300名以下) - 外資系企業

雇用形態

その他

勤務地

東京都 23区

給与

450万円 ~ 600万円

更新日

2025年11月17日 17:16

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

ネイティブ

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

Company: Computacenter

Location: Mita, Tokyo

Join a global IT leader supporting a renewable energy client in Tokyo!

Computacenter is seeking a skilled and motivated IT Support Engineer to join our dynamic Shared IT team. The ideal candidate will have at least 2 years of experience in desktop support and will provide essential IT services across a wide range of industries, including finance, pharmaceutical, and manufacturing sectors. The role involves frequent travel to various sites mainly in Tokyo area, so flexibility and adaptability are critical for success.

Key Responsibilities:

- Provide L1 & L2 desktop support, troubleshooting hardware and software issues according to established procedures and best practices.
- Escalate complex issues to the L3 support team as necessary.
- Install, configure, and maintain desktop and laptop computers, peripherals, and associated software.
- Deliver onsite technical support for hardware setup, including workstations, bar code readers, label printers, and network devices.
- Monitor and troubleshoot telephony-related issues.
- Ensure timely resolution of support requests while maintaining accurate records of issues and solutions in the ticketing system.
- Manage IT assets and assist with various IT projects.

Additional Responsibilities:

- Collaborate with the customer's global IT teams to resolve incidents.
- Coordinate with external vendors for scheduling, quotations, and invoicing.
- Develop and maintain comprehensive documentation for IT processes and procedures.
- Generate and submit detailed work reports, ensuring accuracy and timely submission.
- Travel to different work sites mainly in Tokyo area, providing onsite support as needed, both on a scheduled and ad-hoc basis.

スキル・資格**Requirements:**

- Minimum of 2 years of experience in desktop support.
- Experience working with an incident ticketing management system.
- Willingness to travel regularly to multiple work locations.
- Bilingual proficiency in English and Japanese (business level, JLPT N2 or higher).
- Strong technical skills and knowledge of desktop support processes.

Preferred Qualifications:

- Excellent problem-solving skills with the ability to work independently.
- Experience working with overseas IT teams.
- Strong communication and interpersonal skills.
- Ability to thrive in a fast-paced and dynamic environment.
- IT certifications such as CompTIA A+, CCNA are a plus.

Work Location:

This role is based in Computacenter's Mita, Tokyo office and will require periodic travel to client sites within Tokyo and potentially other locations.

Language Skills:

Bilingual proficiency in Japanese (minimum JLPT N2 level) and English, with strong reading, writing, and speaking abilities.

会社説明