



## Help Desk Lead, Information Technology Services in Kyoto

### Working at American University in Kyoto

#### 募集職種

##### 採用企業名

[テンブル大学ジャパンキャンパス](#)

##### 支社・支店

Temple University, Japan Campus (TUJ)

##### 求人ID

1569579

##### 部署名

Information Technology Services

##### 業種

教育・学校

##### 会社の種類

中小企業 (従業員300名以下) - 外資系企業

##### 外国人の割合

外国人 多数

##### 雇用形態

正社員

##### 勤務地

京都府, 京都市伏見区

##### 最寄駅

本線、 藤森駅

##### 給与

400万円 ~ 経験考慮の上、応相談

##### ボーナス

固定給+ボーナス

##### 勤務時間

37.5 hours per week (7.5 hour shift)

##### 休日・休暇

Weekends, Public Holidays, approx. 2 weeks over New Year

##### 更新日

2026年05月20日 13:00

#### 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

流暢 (英語使用比率: 75%程度)

##### 日本語レベル

流暢

**最終学歴**

大学卒：学士号

**現在のビザ**

日本での就労許可は必要ありません

**募集要項****Position**

Help Desk Lead

**Department**

Information Technology Services (IT Operations)

**Position Type**

Full-time

**Location**

Kyoto (Fujinomori station)

**Report to**

IT Operations Manager

**Work Hours**

37.5 Hours Per Week

**[Helpdesk Operating Hours]****During Semester**

08:00 to 19:30 Monday to Friday

09:00 to 17:00 Saturday

**During Semester Break**

09:00 to 17:30 Monday to Friday

\*Includes shifts to support adhoc events during nights, Saturday and Sunday.

**[Shift Schedule]**

Work one of three shifts below in rotation on a weekly basis. Subject to change.

**During Semester**

Monday to Friday

(1) Opening shift: 08:00 – 16:30

(2) Closing shift: 11:00 – 19:30

Saturday

(3) Weekend shift: 08:30 – 17:00

\*Employees will be given a substitute holiday on a weekday when working on a weekend.

**During Semester Break**

Monday to Friday

(1) Opening shift: 08:30 – 17:30

(2) Closing shift: 09:30 – 18:00

## Visa Requirement

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

## Salary & Benefits

Salary commensurate with experience.

Eleven (11) days paid vacation in the first year, increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year.

Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, and retirement payment system.

## Overview of Position

Information Technology Services (ITS) provides IT related technical supports for all of Temple University, Japan Campus. Our IT Operations (Help Desk) team, which provides front line technical support, manages the in-classroom technology and our computer labs. The person in this position will play a key role as a leading member of IT Operations (Help Desk) team under the direction of the IT Operations Manager. The main role is to ensure smooth operations of Help Desk in Kyoto campus, and provide first-level support to TUJ staff, faculty, and students for computing and audio-visual equipment.

## Primary Responsibilities

- Serve as the main contact between the Kyoto Help Desk team and other departments
- Provide initial technical support to end users
- Manage the Kyoto Help Desk team roster, smooth scheduling and student worker schedules
- Assist with procurement and asset management
- Identify and implement improvement opportunities
- Handle support tickets and manage PC and Macintosh computer labs
- Support audio-visual equipment setup and troubleshooting
- Regularly update staff and faculty computers
- Contact vendors for support in Japanese and English
- Assist with IT or AV hardware installations
- Create and update user manuals and guides
- Provide IT onboarding support and orientations for new employees
- Perform other duties as assigned

## Application Process

Review of applications will begin immediately. Desired start is February 2026 or shortly thereafter.

Please apply from below link.

<https://tuj.bamboohr.com/careers/71?source=aWQ9Mg%3D%3D>

Required application materials to be submitted:

1. a cover letter,
2. resume or c.v., and
3. contact information for two references.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

## スキル・資格

### Qualifications and Experiences

- Ability to provide professional, approachable, and patient support to students, faculty, and staff
- Business-level English proficiency or higher: TUJ is an American institution in Japan, and all administrative work is conducted in American English
- Minimum of 3 years' experience in technical support
- Experience with supporting Microsoft Windows, Apple MacOS and Office 365 applications
- Understanding of live streaming, and AV equipment
- Experience with ticket tracking systems
- Experience in an IT Help Desk team role
- Proficient and quick with verbal and written communication
- Strong problem-solving and customer service skills

- Self-motivated team player with attention to detail and professionalism

**Preferred Qualifications**

- Business-level Japanese proficiency
- Experience with basic network equipment

---

会社説明