



Hiring - Retail IT Assistant for a global luxury brand

募集職種

人材紹介会社

Scouta株式会社

採用企業名

A well established global luxury accessories brand with a strong

求人ID

1570488

部署名

IT Division

業種

アパレル・ファッション

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

正社員

勤務地

東京都 23区, 渋谷区

給与

400万円 ~ 500万円

更新日

2026年04月18日 05:00

応募必要条件

職務経験

3年以上

キャリアレベル

新卒・未経験者レベル

英語レベル

基礎会話レベル

日本語レベル

ネイティブ

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可が必要です

募集要項

This is a hands on L1 and L2 IT support role based in Tokyo, ideal for someone who has worked in retail or store environments. You'll be supporting daily IT operations across the Tokyo office and stores — keeping everything running smoothly on the ground.

What You'll Be Doing

- Provide L1 and L2 IT support for end users across the office and multiple locations.
- Troubleshoot and resolve hardware, software, network and mobile device issues on the spot.
- Manage IT asset inventory, vendor communication and procurement end to end.

- Escalate complex issues with detailed logs to ensure fast and efficient resolution.
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スキル・資格

What We're Looking For

- 3 to 5 years of IT support experience ideally within a multi site or customer facing environment.
- Strong troubleshooting skills across PC, Mac, Microsoft 365, VPN, MDM and Active Directory.
- Experience supporting 50+ users across multiple locations in a fast paced setting.
- Strong Japanese communication skills — English is a plus.

What is in it for You:

- Be part of a well established global company in the accessories industry.
- Decent compensation with traditional Japanese benefits.
- Open to candidates of all ages — what matters is your experience and attitude.

Keywords: IT Support, IT Assistant, Helpdesk, Microsoft 365, Active Directory, PC or Mac Support, IT Asset Management, End User Support, Network Troubleshooting, Microsoft Exchange

会社説明