



## IT Assistant

### 募集職種

#### 人材紹介会社

Scouta株式会社

#### 採用企業名

Renowned French luxury brand specializing in leather goods

#### 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02月05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

日常会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 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

- Troubleshoot and resolve IT issues for end-users, including PCs, mobile devices, video conferencing, and network/server problems.
- Support of asset management processes following defined company Policies and IT standards
- Provide IT support for the Tokyo office and 43 stores; assist executives with hardware/software setup.
- Escalate complex issues to relevant teams with detailed logs for efficient resolution. (Ticket Escalation)
- Maintain IT asset inventory, system diagrams, and documentation of software/hardware dependencies.
- Reporting to the Japan Finance & IT Manager and the APAC IT Manager

- Manage IT vendor communication, support, and procurement.
  - Maintain IT asset inventory, system diagrams, and documentation of software/hardware dependencies.
  - Support off-site events, investor conferences, and home office setups as needed.
  - Actively collaborate with internal and other stakeholders to execute projects.
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## スキル・資格

- Associate's degree of computer science or bachelor's degree. Equivalent combinations of IT education, experience, and certification will be considered
  - A minimum of 3-5 years' experience working in a preferably global IT organisation supporting Microsoft platforms
  - Experience in supporting an environment of > 50 users
  - Strong Japanese communication skills: English is good to have.
  - Expertise in troubleshooting PC/Mac hardware, video conferencing, Microsoft 365, VPNs, MDMs (InTune), and Active Directory.
  - Supporting Apple/mobile devices (iOS/Android).
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## 会社説明