Deskside Support Engineer in Tokyo

募集職種

採用企業名
インターソフト株式会社

求人ID
1570597

業種
生命保険・損害保険

会社の種類
外資系企業

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
東京都 23区

給与
350万円 ~ 500万円

更新日
2025年12月29日 11:41

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: 50％程度)

日本語レベル
ビジネス会話レベル

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

We're looking for a **bilingual (Japanese–English) Deskside Support Engineer** to join our Tokyo IT team. This is a unique opportunity to support and collaborate with some of the **most well-recognized global companies**, while working in a fast-paced, multicultural environment. If you excel at solving technical challenges and can communicate confidently in **both Japanese and English**, we'd love to hear from you.

What You'll Do

- Provide high-quality deskside and remote support to local and regional users — switching effortlessly between **Japanese and English** to deliver a seamless support experience.

- Troubleshoot hardware (laptops, desktops, mobile devices), software, network, and peripheral issues with a hands-on,

customer-focused approach.

- Install, configure, and maintain Windows and Mac OS systems, productivity software, and business applications.

- Act as the primary technical contact for VIP users and critical incidents in the Tokyo office.

- Collaborate closely with global IT teams on escalations, system rollouts, and infrastructure enhancements — communicating effectively across languages, cultures, and time zones.

- Maintain up-to-date IT documentation, asset inventories, and support procedures.

- Ensure compliance with corporate IT policies, security standards, and operational requirements.

- Mentor junior engineers and actively contribute to knowledge sharing within the team.

スキル・資格

Requirements:

- 2+ years of experience in a deskside or IT support role, preferably in an enterprise or multinational environment.
- Hands-on experience with Windows 10/11, Office 365, Active Directory, and ITSM tools (e.g., ServiceNow).
- Strong troubleshooting skills across hardware, software, and network layers.
- Experience supporting Japanese users and an understanding of Japanese business culture.
- English communication skills (business level, verbal and written).
- Japanese language proficiency at JLPT N3 level or higher (daily conversation and basic technical communication).
- Customer-oriented mindset with a proactive, problem-solving attitude.
- Ability to work independently and manage time effectively.

Preferred Qualifications:

- IT certifications such as CompTIA A+, Microsoft M365/MD-102, or ITIL Foundation.
- Experience in financial services, legal, or other regulated industries.
- Mac support experience is a plus.

会社説明