Desktop Support Engineer (Bilingual – Japanese / English)

Mid-size Global Financial Firm (on-site)

募集職種

採用企業名
エイラシステム株式会社

支社・支店
EIRE Systems K.K. / エイラ　システム　株式会社

求人ID
1571459

部署名
On-site IT Support Services Group

業種
アセットマネジメント

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 少数

雇用形態
正社員

勤務地
東京都 23区, 中央区

最寄駅
丸の内線、　大手町駅

給与
600万円 ~ 700万円

更新日
2026年02月19日 11:00

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 (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
専門学校卒

現在のビザ
日本での就労許可が必要です

募集要項

EIRE Systems is seeking an experienced, Japanese & English-speaking Desktop Support Engineer with a proven track

record of supporting Windows-based end user computing environments. This role is well suited to professionals who are comfortable taking ownership, working independently, and supporting demanding users in a financial services setting.

Role Overview

You will be part of a global technology team providing hands-on desktop and end-user support, acting as an escalation point for complex issues and contributing to service improvements.

Key Responsibilities

- Provide advanced desktop and end-user support in a fast-paced environment
- Support Windows 10/11 and Linux thin-client systems
- Administer and troubleshoot Active Directory, Exchange, Citrix, and VDI
- Support trading and market data applications (Bloomberg, Reuters, FactSet)
- Manage IT setups for new hires and visitors
- Troubleshoot Microsoft 365 and enterprise desktop applications
- Use tools such as AD, BeyondTrust, and PowerShell for issue resolution
- Perform basic network troubleshooting (DNS, TCP/IP)
- Support Zoom, Teams, WebEx, and Cisco AV/VoIP technologies
- Maintain documentation and enforce security standards

Required Experience and Skills

- **3+ years of professional desktop support experience**
- Strong Windows desktop support in enterprise environments
- Business-level Japanese and English communication skills (Must have)
- Ability to troubleshoot independently and work under pressure
- Strong communication and documentation skills

Technical Skills (Expected in Several Areas)

- Windows 10/11, AD, DNS, GPO
- Citrix / VDI environments
- Microsoft 365 and Exchange
- Networking fundamentals and remote support

Nice to Have: PowerShell automation, SCCM, MDM, financial services IT experience.

If you meet most, but not all of the requirements, we encourage you to apply and share your experience.

Applicants must be eligible to work full-time in Japan.

スキル・資格

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会社説明