PR/118409 | IT position- Helpdesk

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント イギリス

求人ID
1574874

業種
ITコンサルティング

雇用形態
正社員

勤務地
イギリス

給与
経験考慮の上、応相談

更新日
2026年02月24日 13:00

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
日常会話レベル

日本語レベル
流暢

最終学歴
短大卒： 準学士号

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

Location
London, UK

Employment Type
Permanent, Full-time
35 hours per week (08:00–16:00 or 09:00–17:00)

Salary
Up to **£35,000** (depending on experience)

Start Date
ASAP

Role Overview
We are looking for a **Helpdesk Engineer** to provide 1st and 2nd line IT support for corporate users.
This role covers a wide range of IT support activities, including Windows and Microsoft 365 environments, device setup, and workflow support using Microsoft Power Platform.

Key Responsibilities
- Provide 1st and 2nd line IT support via email, phone, remote access, and onsite support
- Manage incidents and service requests using IT ticketing systems
- Liaise with vendors and third parties until issue resolution
- Configure and support Windows Server and Microsoft 365 environments
- Prepare and kit PCs, mobile devices, and peripherals
- Install and maintain software on PCs and mobile devices
- Conduct proof-of-concept and acceptance testing
- Support workflow automation and applications using Microsoft Power Platform (Power Apps, Power Automate, Power BI)
- Assist with pre-sales and post-sales support activities when required
- Attend customer meetings and maintain strong client relationships
- Prepare reports and documentation for customers and management
- Provide early-shift, out-of-hours, or international support when required (emergency only)

Required Skills & Experience
- Experience in IT support or helpdesk roles (1st/2nd line)
- Strong knowledge of Windows OS and Microsoft 365 administration
- Basic knowledge of Active Directory

- Business-level English and Japanese (written and spoken)
- Strong customer service mindset and communication skills

Preferred Skills
- IT certifications (PC, Server, Network, ITIL)
- Basic knowledge of cloud platforms (AWS, Azure)
- Basic networking knowledge (routers, switches, firewalls)

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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会社説明