



## 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

1577791

#### 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

2026年02月12日 10:31

### 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 are seeking an experienced and customer-focused Deskside Support Engineer to join our IT team in Tokyo. The ideal candidate will have a strong technical background, proven experience supporting Japanese end users, and the ability to communicate effectively in both English and Japanese. This role involves hands-on support of hardware, software, and IT services in a dynamic business environment.

#### Responsibilities:

- Provide deskside and remote support to local and regional users, ensuring timely resolution of IT issues.
- Troubleshoot hardware (laptops, desktops, mobile devices), software, network, and peripheral problems.
- 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 with global IT teams for escalations, system rollouts, and infrastructure improvements.

- Maintain and update IT documentation, asset inventory, and support procedures.
  - Ensure compliance with company IT policies, security guidelines, and operational standards.
  - Mentor junior engineers and contribute to knowledge-sharing within the team.
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## 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.
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## 会社説明