



## N1 IT Helpdesk Specialist

**World's Largest Insurance Service!**

### 募集職種

#### 人材紹介会社

スキルハウス・スタッフィング・ソリューションズ 株式会社

#### 求人ID

1579516

#### 業種

生命保険・損害保険

#### 会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

800万円 ~ 1100万円

#### 勤務時間

9 : 30-18 : 00 月-金

#### 休日・休暇

完全週休2日制 (土日祝休み)、年末年始、年次有給休暇

#### 更新日

2026年04月17日 08:00

### 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

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

高等学校卒

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

A global and one of the world's largest Insurance Service provide is looking for a strong bilingual leader for the **IT Service Operations professional** ( to join the Infrastructure Services group.

#### Responsibilities:

- Executive / VIP Support
- Provide high-touch IT support for senior executives and key stakeholders

- Handle critical scenarios such as connectivity, VPN, device, and system access issues for executives traveling domestically or internationally
- Communicate technical issues in a clear, calm, and business-friendly manner
- Take end-to-end ownership until resolution, including follow-ups and reporting
- IT Service Operations & Incident Management
- Coordinate with infrastructure, security, network, and application teams to resolve complex IT issues
- Ensure incident handling aligns with ITIL / ITSM best practices and agreed SLAs
- Monitor incident trends and contribute to service quality improvements
- Vendor, Service Delivery & Operational Management
- Manage and coordinate with external IT vendors, including service desk and infrastructure providers, ensuring service quality and SLA alignment
- Support vendor-related activities such as contract documentation, service reviews, provider transitions, and cost-related discussions
- Create, review, and maintain IT service documentation, knowledge articles, and operational reports
- Support budget-related administrative tasks for the Infrastructure Services Group

**Why should you apply:**

- Opportunity to work with global teams and great Work-Life-Balance
- Great team dynamics and learning opportunity
- Opportunities to work with World's leading insurance company (fortune 500 company)

**Company Details:**

A US based world's leading insurance providers, offering a broad range of life, health, and retirement solutions to individuals, families, and businesses. The company is heavily invested in digital transformation, utilizing advanced technologies like cloud computing, data analytics, AI, and cybersecurity to enhance customer experience and streamline operations. As part of its values, it has a strong focus on creating a diverse environment, and in particular on the appointment of women in high-level position.

**Working Hours:** 9:00 - 18:00 (Mon-Fri)

**Working Style:** 3 days' work in office, and 2 days' work from home

**Holidays:** Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

**Services/Benefits:** Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

スキル・資格

- 3+ years of experience in IT operations, IT service delivery, or ITSM-related roles
- Hands-on experience with incident management and service operations in an enterprise IT environment
- Understanding of ITIL / ITSM concepts and service management processes
- Experience using ServiceNow (Incidents, Knowledge Articles, reporting)
- Strong working knowledge of general IT infrastructure (hardware, software, networks, user support)
- Ability to coordinate across teams to resolve complex technical issues

会社説明