PTS Japan - Bridge People and World -

IT Support Engineer｜Global Environment｜End-User Support

Use English in a global IT support role

募集職種

採用企業名
株式会社ピーティーエス・ジャパン

支社・支店
Global IT Services Company (Confidential)

求人ID
1583607

業種
ITコンサルティング

雇用形態
正社員

勤務地
東京都 23区, 港区

給与
500万円 ~ 700万円

勤務時間
9:00 AM – 6:00 PM (8 hours/day, 1-hour break)

休日・休暇
Weekends & holidays off / 120+ days off per year

更新日
2026年03月19日 17:51

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
ビジネス会話レベル

日本語レベル
流暢

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

■Job Title

IT Support Engineer (End-User Support / Workplace IT)

■Job Summary

We are looking for an IT Support Engineer to provide end-user and workplace IT support. This role covers a wide range of responsibilities including device support, asset management, and project assistance.

■ Key Responsibilities

＜Workplace & End-User Support＞

- Provide support for PCs, laptops, mobile devices, and peripherals

- Assist with video conferencing systems, monitors, printers, phones, and projectors

- Install, configure, and maintain devices and standard software (Windows, Microsoft 365, iOS)

- Troubleshoot hardware, software, and connectivity issues

- Deliver friendly, customer-focused support to end users

- Support walk-up IT desks or kiosks as needed

＜Asset & Service Management＞

- Maintain and update asset inventory and CMDB records

- Handle tickets and service requests using ITSM systems

- Support inventory and spare parts management

- Perform device decommissioning and disk wiping

＜Projects & Teamwork＞

- Support small to medium IT projects

- Follow technical documentation and procedures

- Provide feedback to improve processes

- Collaborate with internal teams and external vendors

スキル・資格

■ Requirements

＜Must Have＞

- 2–5 years of experience in IT support or similar roles

- Technical education (IT school, associate degree) or equivalent experience

- Basic to intermediate troubleshooting skills

- Willingness to learn and grow

- Good communication skills in local language and basic working English

- Customer-oriented, reliable, and well-organized

- Ability to work independently with clear instructions

＜Nice to Have＞

- CompTIA A+ or equivalent certification

■ Ideal Candidate

- Strong customer service mindset

- Team player with good collaboration skills

- Motivated to build a career in IT