



PTS Japan - Bridge People and World -

Service Desk L1 Support Lead (Bilingual JP/EN)

Lead IT support role in a global team

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

1583622

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

最寄駅

日比谷線、 神谷町駅

給与

550万円 ~ 850万円

勤務時間

Shift-based (8 hrs/day) between 7:00–22:00 / Comp off

休日・休暇

2 days off/week (shift) + compensatory leave

更新日

2026年04月30日 00:00

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: 25%程度)

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

Service Desk L1 Support Lead Engineer (Bilingual JP/EN)

■ Company**Global IT Services Company (Confidential)****■ Job Summary**

We are looking for a bilingual (Japanese/English) L1 Service Desk Support Lead to join a global IT support team in Japan.

This role is part of a global service desk transformation project aimed at consolidating L1 support into a unified model, improving service quality, and enhancing user experience through standardization and automation.

You will act as a key point of contact for end users while also supporting team operations, SLA/KPI management, and continuous improvement initiatives.

■ Key Responsibilities**<User Support>**

- Provide L1 support via phone, email, and chat
- Troubleshoot hardware, software, and basic network issues
- Provide remote desktop support following SOPs and knowledge base
- Manage user accounts and access requests

<Incident & Service Management>

- Log, track, and resolve tickets using ITSM tools
- Escalate complex issues to L2/L3 teams
- Ensure SLA compliance (MTTA, MTTR, etc.)
- Maintain high-quality ticket documentation

<Team Lead / Shift Lead Duties>

- Monitor ticket queues and service performance
- Track incidents and prepare RCA reports
- Support SLA/KPI management and reporting
- Coordinate shift handovers and daily operations
- Mentor team members and support onboarding/training
- Drive continuous improvement and knowledge management

<Other>

- Update knowledge base and documentation
- Collaborate with global teams (Japan, Poland, China)
- Ensure high customer satisfaction (CSAT)

スキル・資格**■ Requirements****<Must Have>**

- Native-level Japanese and business-level English
- Experience in IT support / service desk / helpdesk
- Strong communication and customer service skills
- Basic knowledge of OS, applications, and IT troubleshooting

- Ability to work in a team and manage tasks efficiently

<Nice to Have>

- Experience with ServiceNow or other ITSM tools
- Knowledge of Incident Management processes
- Leadership or shift lead experience

■ Working Hours

Shift-based (8 hours/day + 1-hour break)

- Weekdays: 7:00 AM – 10:00 PM (JST)
- Weekends & Holidays: 8:30 AM – 10:00 PM (JST)
※Compensatory leave provided

■ Holidays & Leave

Two days off per week (shift-based) + compensatory leave

- Paid annual leave
- Special leave (bereavement, etc.)

■ Why Join Us

- Work in a global IT environment using English
- Be part of a large-scale service desk transformation
- Gain leadership experience as a shift lead
- Stable project with career growth opportunities

会社説明