



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16日 23:00

## 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)

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**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

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会社説明