



IT Operations Support Engineer (PC / M365 / Devices/

Exciting New Business

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

1591024

業種

自動車・自動車部品

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

(ほぼ) 全員日本人

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 800万円

勤務時間

9:00 - 18:00 (Mon-Fri)

休日・休暇

Saturday, Sunday, National Holidays, etc.

更新日

2026年05月01日 14:15

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 Automotive firm is seeking an experienced **IT Support Engineer (PC / M365 / Devices)** to drive large-scale modernization and optimization initiatives across its enterprise end-user computing environment.

This position focuses on the strategic modernization and optimization of the company's digital workplace platforms, including PC clients, virtual desktop environments, and Microsoft 365 services used by more than 10,000 users. The role combines architecture design, transformation leadership, global coordination, and product ownership responsibilities. You will work closely with global infrastructure teams and business stakeholders to ensure seamless migrations, strong user experience, and long-term operational stability.

Responsibilities:

- Manage and support end-user devices including PCs, laptops, and mobile phones
- Oversee device lifecycle management (procurement, setup, deployment, replacement, disposal)
- Maintain and support digital workplace environments including Microsoft 365 and collaboration tools
- Ensure stable and efficient workplace services for end users
- Handle user account management (creation, modification, deactivation)
- Manage access permissions across systems and applications
- Support onboarding and offboarding processes
- Ensure compliance with internal security and governance policies
- Manage software assets and application licenses
- Track license usage and optimize allocation
- Support application installation, updates, and troubleshooting
- Coordinate with vendors for licensing and support issues
- Manage corporate mobile devices and telephony services
- Provide support for communication tools (Teams, conferencing systems, meeting room setups)
- Troubleshoot audio/video and multimedia issues
- Support hybrid work environment technologies.
- Provide L1/L2 support for workplace-related issues
- Coordinate with internal teams and external vendors for issue resolution
- Ensure timely response and resolution aligned with SLAs
- Maintain documentation and operational procedures

Why should you apply:

- Strategic role focused on architecture, modernization, and transformation rather than routine support
- Responsibility for large-scale, high-visibility workplace initiatives impacting thousands of users
- Close collaboration with global infrastructure teams and international stakeholders
- Opportunity to influence employee productivity and digital experience at enterprise scale
- Stable, globally respected organization with advanced technology environments

Company Details:

A large global automobile manufacturer based in Germany. This company is Japan's leading brand, known for its high customer satisfaction performance.

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

Working Style: Hybrid

Holidays: Saturday, Sunday, and 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

- 3-7+ years of experience in IT support, digital workplace, or end-user computing
- Hands-on experience with: PC and device management (Windows environment preferred), Microsoft 365 (Outlook, Teams, Office apps), User account management (Active Directory / Azure AD preferred)
- IT support operations (L1/L2)
- Device lifecycle management
- Software/license management
- Basic understanding of IT infrastructure and workplace services
- Experience working with vendors and service providers is a plus

会社説明