



## 【IT Support Engineer】 Handle technical support to end users

In the middle of Metropolitan, Tokyo

### 募集職種

#### 採用企業名

一般社団法人 東京アメリカンクラブ

#### 支社・支店

Tokyo American Club/ well-known and highly reputed private club

#### 求人ID

1592648

#### 部署名

Facilities

#### 業種

その他(サービス)

#### 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

外国人 多数

#### 雇用形態

正社員

#### 勤務地

東京都 23区, 港区

#### 最寄駅

南北線駅

#### 給与

300万円 ~ 400万円

#### 勤務時間

8:30- 17:00

#### 休日・休暇

Annual vacation will be given in line with Japanese Law 3 days o

#### 更新日

2026年06月08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: 75%程度)

#### 日本語レベル

ビジネス会話レベル

英語使用率100%

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

This position is responsible for handling technical support to end users and endpoint devices, under instruction by other senior staffs.

■Employment : Full-time

### ■Responsibility

- Provide IT support via email, phone, ticketing system, and walk-ins as a primary end user support technician of IT team
- Assist end users with network connectivity, equipment setup, desk moves, and other technical issues.
- Manage user accounts, software installation, patches, and software license
- Assist maintaining IT systems including cabling, asset tracking, backup rotation, and vendor escalation.
- End user support on Northstar Nexus (Club Management System) and provide IT equipment for membership related events.

### ■Compensation and Benefits

- Health insurance, Pension, Employment insurance, Industrial accident insurance
- Retirement Allowance
- Group Life Insurance
- Staff Canteen at a subsidized price
- Commuting allowance (with tax-free upper limit)
- Annual Health Check
- Annual Employee Recognition Party

### ■Salary

Full-time/¥250,000 - ¥300,000 / Monthly

### ■Holidays

Annual vacation will be given in line with Japanese Law  
3 days of summer vacation

### ■Working Hours

5 days/week on shift schedule include Saturday and Sunday  
8:30- 19:00 (7.5 hrs / day)

### ■Location Details

東京都港区麻布台2-1-2

---

## スキル・資格

### Key Qualifications

- Basic knowledge of IT hardware / peripheral devices, including Active Directory
  - Previously Helpdesk support experience with IT certification is plus
  - Fluent to Native level in English / Conversational to Fluent level in Japanese
  - Perform multiple tasks and assess priorities appropriately
- 

## 会社説明