



【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05月18日 10:42

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
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会社説明