

IT Support Team Lead

募集職種

人材紹介会社
株式会社ネックサス

求人ID
1597356

業種
ITコンサルティング

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 半数

雇用形態
正社員

勤務地
東京都 23区, 港区

給与
800万円 ~ 1000万円

更新日
2026年11月04日 04:00

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

日本語レベル
流暢レベル

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

We are looking for an experienced IT Support Team Lead to lead onsite IT support operations.

This role requires a hands-on leader who can manage client relationships, lead an IT support team,

ensure SLA compliance, and provide high-quality end-user support in a manufacturing / production

environment.

Key Responsibilities:

Client & Service Management

·Act as the primary IT contact for the client at site level

·Manage weekly and monthly client meetings, reporting, and presentations

·Ensure SLAs are met for all assigned sites and services

·Handle user communications professionally (email and verbal)

Team Leadership

·Lead and coordinate the onsite IT support team as a cluster/site lead

·Allocate tickets, manage workloads, and ensure service quality

·Coordinate with vendors, principals, and third-party engineers

End-User & Technical Support

·Provide hands-on support for Desktop and Laptop troubleshooting

·Installation, configuration, and troubleshooting of OS, applications, and drivers

·Remote assistance for PC setup, upgrades, and issue resolution

·Support and basic configuration of iPhones (iOS devices)

·Work on incidents and service requests related to hardware and software

Ticketing & ITSM

·Hands-on experience with ticketing tools

·Strong understanding of incident and service request processes

·Knowledge of Service Desk operations: ticket logging, categorization, and allocation

·Ensure adherence to ITIL-aligned processes and SLA targets

Asset & Inventory Management

·Manage hardware asset and inventory records (systems and peripherals)

·Track asset movement across sites and maintain stockroom accuracy

·Perform weekly/monthly inventory audits

·Handle equipment disposal in compliance with processes

·Place hardware/accessories orders and manage threshold stock levels

Site Operations Support

·Escort and coordinate third-party engineers onsite

·Provide hands & feet support for network, printer, and firewall activities

·Perform Quality Assurance testing of laptops

·Receive equipment from clients and update stock records

·Liaise with site facilities for maintenance of Hub / Tech Hub areas

スキル・資格

Required Skills & Experience:

·Proven experience in IT Support / Desktop Support / Service Desk roles

·Experience leading or managing an IT support team

·Strong hands-on experience with ticketing tools and ITSM processes

·Solid knowledge of hardware asset and inventory management

·Basic network troubleshooting knowledge

·Strong customer service and client management skills

·Advanced working knowledge of Microsoft Excel

·Experience supporting manufacturing or production line environments from an IT

perspective

会社説明