

IT Support Team Lead

募集職種

人材紹介会社

IZUMI NETWORK

求人ID

1597461

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

給与

800万円 ~ 1000万円

更新日

2026年06月18日 18:19

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

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

IT Support Team Lead

Languages

JLPT N1 or above

English: Business level

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