



English-Speaking Global IT Support Engineer

Network & Server Support | Global Client

募集職種

採用企業名
株式会社ジーエイシージャパン

求人ID
1597641

部署名
On-site IT support engineer

業種
ITコンサルティング

会社の種類
中小企業 (従業員300名以下)

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

最寄駅
都営新宿線、 市ヶ谷駅

給与
300万円 ~ 600万円

ボーナス
固定給+ボーナス

歩合給
固定給+歩合給

勤務時間
9:00 - 18:00 (1 hour break)

休日・休暇
Weekends & Holidays Off | Paid Leave & Family Leave Available

更新日
2026年08月21日 10:00

応募必要条件

職務経験
1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: 25%程度)

日本語レベル
日常会話レベル

最終学歴
専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

◀ Job Description & Position Highlights ▶

- Responsible for providing IT support at client sites, as well as network and server operations and project coordination
- Through projects for global companies, you can leverage both your English proficiency and IT skills to excel
- You'll work across a wide range of areas—from desktops to networks and servers—allowing you to enhance your technical skills
- With comprehensive support for obtaining certifications and training programs, this is an environment where you can aim to become a leader or manager in the future

【Job Responsibilities】

Considerable positions will be available for eligible IT engineers that perform extensive IT-related support that would provide technical services on-site and as local IT staff at the customer sites.

Therefore, we are looking for engineers with sufficient expertise in managing, implementing, and troubleshooting server and network equipment hardware, as well as general desktop-related tasks.

For those with no experience in this field, after basic training, we provide on-the-job training (OJT) with a senior engineer, followed by in-house training that starts with simple tasks and allows them to adapt to more advanced tasks.

Additionally, communication skills in English are essential as communication with overseas IT teams will frequently occur. On the other hand, communication in Japanese is essential (N2,N3 level) at customer sites, so Japanese language skills at a daily conversation level are also required.

The company has an education and qualification support system, and it is an environment where you can improve various skills while working.

- Full-time engineer service:
Basically, you would go straight to customer site every day, work as IT support staff, and return home after fulfilling your daily task. If you are assigned as primary engineer, you may daily (Workdays) visit customer site and back to your home directly for most of the months.
- Regular visit service:
You will visit customers' sites several days a week, weekly or bi-weekly to provide IT support in bulk. In addition, when there is an emergency case, you may visit customer sites upon request basis.
- Spot on-site service:
This is a ticket-based service that is in operation upon visiting a designated location based on a customer request. This service is for unspecified sites. This service will be assigned to engineers who have not been assigned to the full-time engineer service or the regular visit service described above on the target date. This service covers a wide range of tasks related to network devices (mainly Cisco), Server/Storage-related on-site installation and maintenance, and laptop setup etc..
- Project coordination / Management: Coordinating/Managing projects for Japan and overseas. Since this service is on a case-by-case basis, the applicable engineer is selected according to the content.

< Career Path >

Of course, we respect engineers who seek to improve their skills as engineers but, we are also eager to have engineers who want to become leaders and/or managers in the immediate future or in the next few years.

※In recent days, we have also been actively recruiting new graduates. Please contact us if you are interested.

【Employment Type】

Permanent

*There will be a trial period of 3 months

(there will be no difference in salary or treatment during this period).

【Salary】

3,000,000yen ~ 6,000,000yen

*The salary structure is basically a fixed salary plus bonuses.

*Salary increase-review once a year

【Working Hours】

9:00 - 18:00 (1 hour break)

*Average overtime is about 12.5 hours per month. (2025 average/Tokyo Office)

*Occasionally, we provide services on holidays on the customer's request.

The overtime hours mentioned above include overtime work on weekend/public holidays and overtime work for travel during business trips to other regions.

【Work Location】

Tokyo

< Access >

- 5-minute walk from Ichigaya Station on the Toei Shinjuku Line.
- 7 minute walk from Ichigaya Station on the JR Sobu Line and the Tokyo Metro Yurakucho Line, Nanboku Line.
- 15-minute walk from Kudanshita Station on the Tokyo Metro Tozai Line, Hanzomon Line and the Toei Shinjuku Line.

【Holidays & Leave】

- 120 days off per year
- Full weekends off (Saturday and Sunday)
- National holidays
- New Year vacations
- Paid vacations
- *Many non-Japanese engineers take several weeks of continuous vacation to return to their home country.
- Congratulation or condolence leave
- Leave before and after childbirth
- Childcare leave

【Benefits & Welfare】

- All transportation expenses paid
- Full social insurance
- Overtime allowance
- Position allowance
- Lump-sum payment for acquisition of qualifications
- External training expenses covered

スキル・資格**【Requirements】**

- More than 3 years of IT engineer experience in Japan.
- However, this is not a mandatory requirement.

【Preferred Qualifications】

Most of our business is customer facing services. Therefore, it is of utmost importance to be able to respond to customer requests in a gentle and flexible manner. And, we welcome any qualification holder needed in the field of IT support. We also actively assist engineers in acquiring qualifications.

《 Example 》 Cisco (CCT, CCNA, CCNP), CompTIA, ITIL, Azure/AWS/GCP etc.

会社説明