



PR/087395 | Japanese Bilingual Help Desk

募集職種

人材紹介会社

JAC Recruitment USA

求人ID

1599951

業種

ITコンサルティング

雇用形態

正社員

勤務地

アメリカ合衆国

給与

経験考慮の上、応相談

更新日

2026年07月10日 12:00

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

流暢

日本語レベル

流暢

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

POSITION TITLE IT Helpdesk Engineer

POSITION SUMMARY

In this position, you will serve as an IT Helpdesk Engineer supporting end users at a client site, handling escalated technical issues and ensuring stable and efficient IT operations. The role focuses on advanced troubleshooting, user support, and close collaboration with internal teams and external vendors.

RESPONSIBILITIES

- Act as an escalation point from Tier 1 engineers for complex technical issues
- Provide support for Windows OS, office productivity tools, email systems, and cloud services

- Manage helpdesk tickets and follow up with users to ensure timely resolution
- Install, configure, and troubleshoot software and hardware (PCs, printers, etc.)
- Create and maintain technical documentation, user manuals, and procedures
- Coordinate with vendors and manufacturers for orders, replacements, and technical support
- Plan and conduct user training sessions at the client site

QUALIFICATIONS

- Bachelor's degree in MIS, CIS, or a related field
- Minimum of 2 years of experience in IT Helpdesk or a similar role
- Strong knowledge of Windows OS and office productivity applications
- Basic understanding of networking and cloud technologies
- Excellent communication and customer service skills
- Authorization to work in the United States

PREFERRED REQUIREMENTS

- Experience working in a Japanese-affiliated organization
- Exposure to project-related activities
- Japanese language skills

BENEFITS Medical dental vision and others

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会社説明