



[Osaka] Resident IT Support Engineer (Bilingual JP/EN)

The "go-to" tech for all local IT!

募集職種

採用企業名

エイラシステム株式会社

求人ID

1600539

業種

ITコンサルティング

会社の種類

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

大阪府, 茨木市

給与

700万円 ~ 1000万円

ボーナス

給与： ボーナス込み

勤務時間

9am-6pm, Monday to Friday

更新日

2026年08月26日 10:00

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

ビジネス会話レベル

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

We're hiring a resident IT Support Engineer to serve as the sole onsite IT presence at our client's Osaka office, a global hyperscale data center company. This is a high-visibility role with genuine ownership: you'll be the primary point of contact for local users and the trusted local partner to a globally distributed IT team.

The Role

You'll operate as a hybrid Tier 1 / Tier 2 engineer, bridging the language gap between Japanese-speaking users onsite and the client's English-only external service desk. Day-to-day, you'll handle everything from EUC lifecycle work to hybrid-cloud identity and messaging administration with the autonomy to run the site and the backing of a global IT organization behind you.

What You'll Do

- Provide onsite Tier 1 and Tier 2 support to local users, primarily in Japanese.
- Manage the full EUC lifecycle on Windows endpoints: laptop provisioning for new joiners, offboarding for leavers
- Troubleshoot hardware, OS, application, printing, and peripheral issues on Windows endpoints.
- Administer identity, endpoint, and messaging services across a hybrid environment: Active Directory, Microsoft Entra ID, Intune, and Exchange Admin Center.
- Collaborate with globally distributed IT teams on incidents, changes, and project rollouts.
- Maintain accurate documentation, SOPs, and knowledge-base entries for the Osaka site.
- Manage IT asset inventory, stock levels, RMA / warranty cases, and vendor coordination for onsite equipment.

スキル・資格

- Business-level Japanese and English, both spoken and written — essential for the role.
- 3+ years of corporate IT support experience, with a proven blend of Tier 1 and Tier 2 responsibilities.
- Hands-on administration experience with Active Directory, Entra ID, Intune, and Exchange Online.
- Strong Windows EUC troubleshooting skills across Windows 10/11 laptops, Microsoft 365 applications, and common enterprise software.
- Experience with ITSM ticketing systems (e.g., ServiceNow, Jira Service Management) and structured incident/request workflows.
- A self-directed working style, with sound judgment on when to resolve locally and when to escalate.

Nice to Have

- Basic networking knowledge (Wi-Fi, VPN, DNS/DHCP triage).
- Microsoft certifications (MD-102, MS-102) or ITIL Foundation.

Personal Attributes

- Strong customer-service orientation with excellent interpersonal skills.
- Self-starter comfortable being the sole IT face onsite, with sound judgment on when to escalate.
- Culturally adaptable and effective in a global, cross-cultural working environment.
- Detail-oriented, process-driven, and committed to documentation quality.

会社説明