

**【N1-Junior】 Bilingual IT Support | Perm | In-house IT****In-house IT / Minimum 1 year experience****募集職種**

人材紹介会社

スキルハウス・スタッフィング・ソリューションズ 株式会社

採用企業名

Leading global energy drink brand

求人ID

1600682

業種

小売

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

給与

500万円 ~ 800万円

更新日

2026年08月14日 01:00

応募必要条件

職務経験

1年以上

キャリアレベル

新卒・未経験者レベル

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

短大卒：準学士号

現在のビザ

日本での就労許可が必要です

募集要項**Why should you apply:****Internal Corporate IT Operations**

This position is an internal IT support role within the company. It provides the opportunity to handle end-user onboarding, internal asset lifecycle management, and daily corporate IT infrastructure support.

Bilingual & Global Collaboration

The role involves using both English and Japanese on a daily basis. You will support cross-platform environments (Windows, Mac, Active Directory) while cooperating with global IT teams and regional project members.

Corporate Benefits & Compensation Structure

The position offers a compensation structure up to 8.0M JPY. Corporate benefits include **20 days of paid leave granted from Day 1** and a corporate **401k pension plan with a 6.5% monthly base salary match**.

Responsibilities:

- **IT Support and Collaboration:** Provide daily IT support for internal end-users in alignment with global processes. Handle IT onboarding, manage incidents and service requests through standardized systems, and assist with meeting/event technology. Maintain communication regarding IT updates and security awareness.
- **End-User Devices and IT Infrastructure:** Maintain an up-to-date IT asset inventory. Oversee the distribution, maintenance, and lifecycle management of laptops (Windows/Mac), mobile devices, and peripherals. Ensure local network infrastructure aligns with global standards and manage standardized equipment procurement.
- **Local IT Project Coordination and Administration:** Assist with the deployment of global IT services for local business initiatives. Coordinate with regional IT teams to implement standardized solutions and assist with local vendor coordination (such as audio/visual and digital signage partners). Support the local manager with IT budget planning.

スキル・資格

Required Skills:

- **Experience:** 1 to 3 years of practical experience in IT desktop support, PC user support, or helpdesk operations.
- **Technical Knowledge:** Solid foundational knowledge of Microsoft Windows, macOS, Active Directory, Exchange, mobile devices, and basic networking/security services.
- **Languages:** Business-level fluency in both English and Japanese (JLPT N1 level equivalent) for technical communication with both local users and global engineering peers.
- **Core Qualifications:** Strong problem-solving skills, a team-oriented mindset, and a structured approach to troubleshooting.
- **Note:** Candidates must possess a valid, full-time Japanese working visa. Long-term career stability (few transitions) is highly valued for this position.
- **Preferred Skills:** Experience with ITIL frameworks or handling tickets via ServiceNow is appreciated.

Working Hours:

- 9:00 – 18:00 (Monday to Friday) *Flex-time system applies.

Working Style:

- Hybrid arrangement (60% work from office / 40% work from home).

Holidays:

- Saturdays, Sundays, and National Holidays.
- Year-end and New Year holidays.
- **Paid Leave:** 20 days granted from the first year of employment.

Services/Benefits:

- Full Social Insurance and Company Insurance
- Corporate 401K Pension Plan (Company contributes 6.5% of the monthly base salary)
- Benefit One Membership
- Employee Discount Programs

