



Infrastructure Specialist / インフラストラクチャスペシャリスト

募集職種

人材紹介会社

[Advisory Group株式会社](#)

求人ID

1602783

業種

その他（メーカー）

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 600万円

更新日

2026年07月16日 15:34

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

日本語レベル

日常会話レベル

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

Infrastructure Specialist

This position involves supporting the internal IT infrastructure of an international company, working in collaboration with the global IT team.

Job description

At doTERRA Japan, a global wellness brand, you will be responsible for internal IT infrastructure and end-user support.

This role involves a wide range of tasks, primarily focusing on L1/L2 level IT support, including Active Directory management, network and server support, and IT asset management. Working in collaboration with global and Asian IT teams, you will be responsible for maintaining a stable IT environment and providing technical support to internal users.

This is the perfect environment for those who want to be involved not only in technical support but also in infrastructure operations and IT improvement.

Main Direct

End-user support

- L1/L2 support for PCs, software, and networks
- On-site and remote troubleshooting
- IT ticket management and escalation as needed
- PC kitting, deployment, maintenance, replacement, and disposal
- IT equipment preparation and account management for new hires and departures
- IT asset management and lifecycle management
- Software deployment, updates, and patching

Infrastructure and System Management

- Management of Active Directory and Microsoft Entra ID (Azure AD)
- User account, permission, and group policy management
- Operational support for servers, networks, and cloud environments
- System monitoring and incident response
- Backup operations and disaster recovery support
- Support for communication infrastructure such as VoIP and cloud telephony

Project and Improvement Tasks

- Collaborative project management with global IT teams
- Technical communication with overseas teams
- Coordination and maintenance support with vendors
- Creation and updating of IT operation manuals, SOPs, and technical documentation
- Proposal for improvements to IT operation processes

Infrastructure Specialist**Support enterprise IT infrastructure while collaborating with global technology teams in an international company.****Job Description**

This role is responsible for maintaining core IT systems, supporting end users, administering Active Directory and Microsoft Entra ID, managing enterprise devices, and assisting with network and infrastructure operations. You will work closely with regional and global IT teams to reliably ensure IT services while delivering excellent internal customer support.

This position is ideal for an IT professional who enjoys hands-on technical support while expanding their infrastructure experience within an international environment.

Key Responsibilities**End User Version**

- Provide L1/L2 technical support for, software, and network issues
- Troubleshoot onsite and remote technical problems
- Manage support tickets and escalate complex issues when necessary
- Deploy, configure, maintain, and replace end-user devices
- Support hardware onboarding and offboarding activities
- Maintain IT asset inventory and lifecycle records
- Assist with software deployment, updates, and patch management

Infrastructure Administration

- Administer Active Directory and Microsoft Entra ID (Azure AD)
- Manage user accounts, permissions, and Group Policies
- Support server, network, cloud, and endpoint infrastructure
- Monitor system performance and assist with issue resolution
- Support backup operations and disaster recovery processes
- Assist with telecommunications infrastructure including VoIP and cloud telephony

Projects & Collaboration

- Collaborate with regional and global IT teams on infrastructure projects
- Coordinate with external vendors for hardware and technical support
- Create and maintain technical documentation and standard operating procedures
- Contribute to continuous improvement of IT operations and support processes

スキル・資格**Eligibility**

- Experience in IT support, help desk, or IT infrastructure operations (2+ years)

- Experience operating Active Directory or Microsoft Entra ID (Azure AD)
- Experience supporting Windows and macOS environments
- Experience in PC setup and IT asset management
- Basic network knowledge (TCP/IP, routers, firewalls, etc.)
- Experience using IT ticket management systems (ServiceNow, Halo, etc.)
- Ability to communicate internally in Japanese
- Ability to collaborate with overseas IT teams in English

Desired skills, etc.

- Experience Microsoft 365
- Experience cloud infrastructure
- Experience supporting VoIP or communication infrastructure
- Experience providing IT support at a global company
- Proficient in IT operations improvement and documentation creation

Requirements

- 2+ years of experience in IT Support, Help Desk, or Infrastructure Support (L1/L2)
- Experience administering Active Directory and/or Microsoft Entra ID (Azure AD)
- Hands-on experience supporting Windows and macOS environments
- Experience with laptop deployment, imaging, and IT asset management
- Knowledge of networking fundamentals including TCP/IP, routers, and firewalls
- Experience using ITSM platforms such as ServiceNow, Halo, or similar ticketing systems
- Intermediate Japanese and Business-level English communication skills

Typical Qualifications

- Experience supporting Microsoft 365 environments
- Experience with cloud infrastructure administration
- Knowledge of VoIP or enterprise telecommunications systems
- Experience working in a multinational or global IT environment
- Strong documentation and process improvement skills

会社説明