



Onsite IT Support Engineer (L2) | Bilingual JP+EN

The primary contact for Tokyo Office IT!

募集職種

採用企業名

エイラシステム株式会社

求人ID

1605972

部署名

On-site End User Support Services

業種

ITコンサルティング

会社の種類

外資系企業

雇用形態

正社員

勤務地

東京都 23区, 港区

最寄駅

山手線、 田町駅

給与

550万円 ~ 750万円

勤務時間

9am-6pm, Monday to Friday

休日・休暇

Saturday, Sunday, Japan National Holidays

更新日

2026年09月10日 02:00

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

Desktop / IT Infra Support Engineer (Level 2)

Onsite, Global Healthcare Technology Company, Tokyo HQ

Bilingual Japanese + English

About the Role

EIRE Systems is seeking an experienced Level 2 IT Support Engineer to work onsite at the Tokyo headquarters of our client — a global healthcare technology company. You will operate as the primary point of contact for all IT support matters at the site, while collaborating closely with a globally distributed IT team.

This is a high-visibility role with genuine ownership: you'll be charged with handling IT support and operations for the local environment, keeping users productive and services running smoothly. As the trusted onsite presence, you'll bridge the gap between the Japanese-speaking local users — including VIP users — and the wider global IT organization. **Professional-level Japanese language skills are essential!**

What You'll Do

- Provide Level 2 technical support and services for desktops, laptops, printers, and peripherals
- Troubleshoot hardware, software, OS, Outlook, and application-related issues
- Install, configure, and support Windows OS and Office 365 environments
- Support system upgrades, patching, imaging, and asset management
- Manage Active Directory, user accounts, access management, and group policies
- Troubleshoot LAN/Wi-Fi, VPN, DNS, DHCP, and remote connectivity issues
- Handle ticket resolution, incident management, and root cause analysis
- Coordinate with L3 teams and vendors for major incidents and escalations
- Smart Hands project support for local servers and infrastructure (e.g. physical move / replace / upgrade / maintenance)
- Provide remote and onsite support while ensuring SLA compliance

スキル・資格

- 3–5 years of experience in Desktop / End User Support
- Experience in enterprise or corporate IT environments
- Professional-level Japanese language skills to support local Japan end users, including VIP users
- Strong knowledge of Windows 10/11, Office 365, and Outlook
- Experience with Active Directory and remote support tools
- Good understanding of networking concepts (TCP/IP, DNS, DHCP, VPN)
- Experience using ticketing tools such as ServiceNow, Remedy, or Jira
- Knowledge of endpoint security and antivirus tools
- Strong troubleshooting, communication, and user-handling skill

会社説明