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IT Support Engineer (Junior/Mid-level) - Financial Services

Mid-size Global Financial Firm

募集職種

採用企業名
エイラシステム株式会社

求人ID
1621358

部署名
On-site IT Support Services Group

業種
ITコンサルティング

会社の種類
中小企業 (従業員300名以下) - 外資系企業

外国人の割合
外国人 半数

雇用形態
契約

勤務地
東京都 23区, 港区

給与
500万円 ~ 600万円

更新日
2026年11月05日 10:19

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
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

Fantastic entry-point opportunity into the Financial Services industry, for a junior to mid-level IT Helpdesk / Desktop Support Engineer (i.e. 1-2 years experience).

Your bilingual (Japanese & English) talents, friendly and customer-centric attitude, aptitude for learning new technology and hunger to develop your skills and advance your career will be key to success.

In this customer facing role, you'll work with an international team, to deliver and support desktop and office-based technology solutions for all groups across the company (a global Finance/Securities company).

You'll support and troubleshoot issues with a variety of technologies including but not limited to: Windows Desktop, basic networking (TCP/IP, DNS, Cabling), Remote Access Connectivity (VPN), Corporate iPhone and BYOD software/tools and Telephony systems.

スキル・資格

- Directly support the technology user queries onsite in-person and remotely (via phone and video communications tools, email, instant messaging, remote access tools)
- Give training to internal staff on new technology products and initiatives.
- Build and deploy PCs, laptops and mobile computing devices; updating/maintaining inventory records.
- Deliver small projects daily, such as staff moves, software deployments or hardware rollouts.
- Take ownership of client technology problems or requests, keeping people updated on the status, until satisfactorily resolved.

Technologies in-scope will include but not be limited to:

- Microsoft Windows 10/11 OS, Microsoft Office (M365 / O365), Active Directory and other Windows-based software/tools
- basic networking (TCP/IP, DNS, Cabling), Remote Access Connectivity (VPN)
- iPhone and iPad, Android, and the associated management software
- Desktop hardware, LAN cabling, printers and various other peripherals and devices.
- (On the job training to be provided for): Various business applications and Finance industry Market Data applications such as Bloomberg, Reuters, EBS, Factset. Telephony systems (Cisco VoIP phones / Dealing Consoles / Voice Recording)

Qualifications and Experience:

- Professional level Japanese - i.e. be confident communicating and support Japanese end-users in an international, bilingual work place environment.
- Experience working within a corporate environment, providing technical support for business people (minimum 1 year experience)
- Academic background in IT **and**/**or** professional certifications such as MCP, MCSA, CompTIA A+
- Experience working with service management software tools or ticketing systems.
- Ability to effectively communicate and collaborate with local and overseas support teams.

❖ **Applicants should be eligible to work fulltime in Japan.**

会社説明