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IT Support Engineer - Financial Services Industry

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

最寄駅
りんかい線駅

給与
500万円 ~ 600万円

更新日
2026年11月26日 03:00

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

Join a small, versatile and bilingual IT support team providing hands-on end-user technology support for a leading European mid-sized investment and securities firm in central Tokyo.
This role would suit an IT support professional who enjoys working directly with users and technology, solving problems and

taking ownership through to resolution. You will work independently while collaborating with colleagues when needed, with exposure to specialist financial-market technology offering the opportunity to broaden your experience.

スキル・資格

Roles & Responsibilities
- Build, configure and deploy PCs, laptops and mobile devices, and maintain inventory records.
- Provide onsite and remote technical support to end users.
- Manage smaller IT projects, including staff moves, software deployments and hardware rollouts.
- Take ownership of technology problems and requests, resolving issues independently or working with other IT teams when required.
- Provide guidance to staff on new technology products and initiatives.

Technology Environment
- Windows 10/11, Microsoft 365, Active Directory and Windows-based applications.
- TCP/IP, DNS, LAN cabling, VPN and remote-access connectivity.
- iPhone, iPad and Android devices and associated management tools.
- Desktop hardware, printers, peripherals and other office technology.

You will also gain exposure to specialist financial-market technologies including Bloomberg, Refinitiv, EBS and FactSet, as well as Cisco VoIP, dealing consoles and voice-recording systems. Previous experience with these systems is not required, but you should be proactive in developing your knowledge and ability to support them over time.

Required Skills & Experience
- Experience providing hands-on IT support to professional users in a corporate, fast-paced or business-critical environment.
- Practical experience supporting end-user hardware, Windows and corporate IT applications.
- Able to work independently, take ownership and manage priorities while collaborating effectively with colleagues.
- Confident communicating with local and offshore IT engineers and stakeholders.
- Proactive approach to problem solving and learning unfamiliar technologies.

Language Skills
- Professional-level Japanese, with confidence supporting Japanese end users in a bilingual workplace.
- Fluent written and spoken English for daily business communication.

Nice to Have
- IT-related education and/or relevant professional certifications.
- Financial-services or specialist business-application experience.

Applicants must be residing in Japan eligible to work full-time in Japan.

会社説明