IT Helpdesk

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募集職種

人材紹介会社
SThree株式会社

求人ID
1621990

業種
教育・学校

雇用形態
正社員

勤務地
神奈川県

給与
経験考慮の上、応相談

更新日
2026年11月12日 09:54

応募必要条件

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
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

・ Act as the primary point of contact for IT support requests, providing technical assistance to employees across Japan and overseas offices in both Japanese and English.
・ Troubleshoot and resolve hardware, software, network, and user account issues through remote and on-site support.
・ Manage support tickets from intake to resolution, ensuring timely communication, prioritization, and service quality.
・ Escalate complex issues when necessary and identify recurring problems to drive continuous service improvement.
・ Deliver an excellent end-user experience by translating technical concepts into clear, user-friendly guidance.
・ Support employee onboarding and offboarding activities, including account provisioning, device setup, and access management.
・ Maintain and enhance IT documentation, knowledge bases, FAQs, and troubleshooting resources.
・ Collaborate with HR, Operations, and Global IT teams to ensure seamless support delivery and operational efficiency.

If you know anybody who could be a good fit for the role, please feel free to refer them **here** until November 19th and earn 150,000JPY when we're able to place them.

会社説明

Hi All, I'm currently recruiting for this position. Please click on the job title below to view the Job Description and apply to it!