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Senior Desktop Support Engineer

Single Point of Contact for local IT

Job Information

Hiring Company
EIRE Systems K.K.

Subsidiary
EIRE Systems K.K. / エイラ　システム　株式会社

Job ID
1424334

Division
On-site IT Support Services Group

Industry
IT Consulting

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Minato-ku

Salary
Negotiable, based on experience

Refreshed
January 29th, 2025 13:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation (Amount Used: English usage about 25%)

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

Be a part of a small team of bilingual (JP&EN) IT support engineers, providing a combination of day-to-day technical support tasks, systems administration, and projects planning/execution for end-user technologies and systems/applications infrastructure.

Work on-site at a mid-sized, quickly expanding, international Financial Services / Investment Management firm in Tokyo.

Provide a Premium level of IT Service to traders, financial analysts, portfolio managers and executives.

Manage critical IT change and continuous improvement projects!
Opportunities to research, propose and implement new solutions!!

Excellent long-term role with very good prospects for career development.

Responsibilities:

- General day-to-day system administration and technical support tasks
- Comprehensive Desktop Support; covering front-line primary technical support through to full resolution and user satisfaction follow-ups for end-users
- Investigation and testing of new and non-standard systems and applications to ensure security and network integrity prior to installation onto the corporate network; taking ownership of the review and approval procedures.
- Plan and manage small projects from initiation, design through to completion, including documentation and vendor management.
- Troubleshooting hardware and Software issues.
- Support of market trading applications such as Bloomberg, Quick Active manager
- Active Directory and Office 365 administration, issuing accounts and setting up PCs and smartphones.
- Applications installation and configuration (including financial and market trading software).
- Technology set-ups to enable tele-commuting for users, setting up email on mobile devices, support for in-house IP phones, etc.
- Providing user training on Corporate IT policies and technology operation, including all software used by the company.
- Creation and improvement of user manuals and in-house technology documentation.
- Keeping abreast of new technology products/solutions that can better enable the business, as they come to market.

Required Skills

- 3+ years' relevant IT support experience, preferably with experience supporting Traders, Trading systems and executives (VIP users) in the Financial Services industry
- Professional level communication skills using both Japanese and English
- Hands on experience with Microsoft Windows computers/laptops, remote access, Active Directory, VDI, MS Exchange/Outlook, M365/O365, Teams, InTune and voice/video support
- 'Go-getter' personality with a curious disposition, which translates to being proactive and driven for continuous development
- A team player, strong written and verbal communication skills

Company Description

EIRE Systems is a leading independent provider of professional IT services to the financial, insurance and multinational sectors in Japan and throughout the Asia-Pacific region. EIRE Systems has expertise across a wide spectrum of Information Technologies, with a track record for successfully completing hundreds of assignments since its establishment in 1996.

We provide professional IT services, both project-based and ongoing operational support, in two main areas:

1. IT Services
2. Project Management

EIRE Systems - Tokyo, Asia-Pacific, Beyond...

EIRE Systems provides a wide-range of career choices for internationally-minded technology and support professionals. From the company's small beginnings, EIRE Systems currently has 130 Tokyo-based employees and is expanding it's local, regional and global expertise. We have established offices in Hong Kong, Singapore and Shanghai and are reaching further as we grow our presence throughout the Asia-Pacific.