



## 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**

December 18th, 2024 17:48

### 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

EIRE Systems provides IT Support services to many small, medium and large-scale international companies.

In this Desktop Support Engineer role, you'll be THE go-to person for all local end users in our client's Tokyo office. The

client company's mission is to expand renewable energy solutions in Japan and overseas.

Working on-site at the client's Tokyo office, you'll take charge of hardware and software installations, configurations, and maintenance, providing exceptional technical support for hardware, software, and network-related issues, ensuring that all users can work seamlessly with their desktops, laptops, mobile devices, and other IT equipment.

And, when the going gets tough, you won't be alone! You'll collaborate with other IT teams in the our client's other Tokyo and Asia region office locations to tackle any issues that require escalation.

#### Responsibilities:

- Provide technical support to end-users via phone, email, or in-person.
- Install, configure and maintain all hardware and software applications for end-users.
- Troubleshoot and resolve hardware and software issues for desktop and laptop computers, mobile devices, and other IT equipment used by employees.
- Manage and maintain hardware inventory for the Tokyo office.
- Collaborate with other IT teams to resolve any issues that require escalation.
- Participate in IT projects related to the Tokyo office, including but not limited to office moves, software upgrades, and hardware deployments.
- Maintain documentation of IT procedures and policies specific to the Tokyo office.
- Identify and recommend process improvements to increase efficiency and productivity.

---

#### Required Skills

##### Requirements:

- Minimum Business-level Japanese language skills. Intermediate-level English skills for communications with international IT support team members.
- Excellent communication and interpersonal skills.
- Ability to work independently in a fast-paced environment.
- At least 1-2 years of experience in a desktop support role in a networked domain environment.
- Good knowledge of Windows Operating Systems.
- Experience supporting Microsoft Office Suite (Outlook, Excel, Word).
- Familiarity with Active Directory and Microsoft 365 products (O365, SharePoint, Teams, etc.).
- Experience with remote support tools.

---

#### 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.