



## Infrastructure Operator

### Job Information

**Recruiter**

[Cornerstone Recruitment Japan K.K.](#)

**Hiring Company**

Japanese largest PTS

**Job ID**

1454282

**Industry**

Securities

**Company Type**

Large Company (more than 300 employees)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

November 27th, 2024 03:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Basic

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**[JOB RESPONSIBILITIES]**

We are seeking a skilled and dedicated IT Helpdesk Support Specialist to join our team and provide technical assistance and support to our employees. The ideal candidate should have a strong background in Windows OS (Client and Server versions), Google Workspace, MS Office, and other finance-related and office applications. Additionally, experience in handling IT assets and inventory management is essential.

- Windows OS Support: Provide expert support for Windows OS (Client and Server versions) to troubleshoot and resolve technical issues for end-users.
- Application Support: Assist users with technical queries and problems related to Google Workspace, MS Office, and other financial and office-related applications.

- **PC and Monitor Setup:** Set up and configure new PCs and monitors for employees, ensuring they have the necessary tools to perform their duties effectively.
- **Asset Management:** Maintain the company's asset management system, ensuring accurate records of IT assets, their status, and location are up-to-date.
- **Windows Inventory Management:** Oversee the inventory management process for Windows-related equipment, including laptops, desktops, and peripherals.
- **Research and Purchasing:** Conduct research on mobile devices and other IT-related equipment, making informed recommendations for purchases to meet the company's needs.
- **Windows OS Installation:** Perform Windows OS installations and upgrades on various devices, ensuring a smooth and efficient process.
- **Software Installation:** Utilize SCCM (System Center Configuration Manager) to deploy and install software applications on end-user devices.
- **Weekend Work and On-call:** Be willing to work on weekends and be available for occasional midnight calls to handle urgent technical issues.

### **[REQUIREMENTS]**

- **Technical Expertise:** Proven experience in providing IT helpdesk support for Windows OS, Google Workspace, MS Office, and other office-related applications.
- **Asset Management Skills:** Familiarity with IT asset management processes and software, ensuring accurate tracking of hardware and software inventory.
- **Problem-solving Abilities:** Strong troubleshooting skills to diagnose and resolve technical issues efficiently.
- **Organizational Skills:** Ability to manage multiple tasks, prioritize work, and meet deadlines effectively.
- **Communication Skills:** Excellent verbal and written communication skills, with the ability to explain technical concepts to non-technical users.
- **Team Player:** Capable of working collaboratively with a diverse team and providing support in a fast-paced environment.
- **Flexibility:** Willingness to work outside regular business hours to accommodate weekend work and on-call responsibilities.

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## Company Description

**Cornerstone Recruitment Japan is focused on placing bilingual professionals in a wide range of market leading companies.**

Focusing across all sectors, we leverage the network of our experienced consultants to provide both clients and candidates with high end service levels and most importantly results.

We are passionate about helping our clients in securing the best talent on the market, by introducing unique profiles who can give them the edge in an increasingly competitive recruitment market.

Established in 2019, in partnership with Cornerstone Global Partners and with investment from Morgan Stanley, Cornerstone Recruitment Japan strives to be the recruitment partner of choice for all Tokyo based clients and candidates.

### **Our Mission**

The Cornerstone. As every building requires a cornerstone, we believe people are the cornerstone of every great company. Our recruitment experts are passionate about bringing together great people with great companies.

### **Our Business Sectors**

- Accounting & Finance
- Financial Services
- Human Resources and Office Professionals
- Industrial
- Information Technology
- Legal & compliance
- Life Science
- Supply Chain & Procurement
- Marketing
- Sales

## **Our Services**

- **Contingency**

Many clients choose to utilize our success based contingent recruitment service. We take the time to fully understand the job brief before presenting a tailored shortlist of 5 to 6 candidates from our expansive existing network. This service comes with no obligation to hire and our clients only pay a fee when the successful candidate joins.

- **Retained**

Our retained service is particularly successful for clients with high profile/critical hiring needs, or niche searches that involve a significant amount of time unearthing candidates from outside our existing network. Clients who choose our retained service benefit from the introduction of exclusive headhunted candidates and top prioritization from the Cornerstone team.

- **Market Entry**

With a wealth of experience in the Japan market, our consultants have successfully helped many clients enter the Japan market. We can help you secure that critical first hire, as well as providing a consultation service, to make sure that your business is well prepared for all the initial hurdles it will face.