

**【1名限定募集！】 Senior Desktop Support Analyst**

Job Information

Recruiter[Cornerstone Recruitment Japan K.K.](#)**Hiring Company**

米系グローバル投資運用会社

Job ID

1460729

Industry

Asset Management

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 11 million yen

Refreshed

June 26th, 2024 03:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

【職務内容】

This position will be responsible for general desktop support for the Tokyo office, as well as remote support for other offices as needed.

- Setup, configuration, installation, and troubleshooting support
- Support including training, mentorship, and expert roles in specific software groups and group representation on large, multi-functional projects.
- Develop and track performance measurements and determine the optimal system configuration
- Identification of problems, creation of project plans/schedules, execution, and measurement of results for software related projects
- Serve as a local point of contact for the global IT team, removing, installing, and replacing servers and other hardware.

- Collaborate with APAC desktop managers and team members to resolve IT issues that occur in the workplace.
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Required Skills

【応募条件】

- Desktop support experience (3+ years)
 - Self-starter based in the APAC region who can thrive in a multicultural environment
 - MS Office 365 troubleshooting skills (advanced level)
 - Interpersonal skills to work with managers at all levels in both Japanese and English
 - Experience using ServiceNow
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Company Description