

**【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**

December 11th, 2024 04:00

## 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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