CareerCross

Help Desk Lead

Working at American University in Japan

Job Information

Hiring Company
Temple University, Japan Campus

Subsidiary
Temple University, Japan Campus (TUJ)

Job ID
1480066

Division
Information Technology Services

Industry
Education

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

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Setagaya-ku

Train Description
Tokyu Denentoshi Line, Sangenjaya Station

Salary
4 million yen ~ Negotiable, based on experience

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
37.5 hours per week (7.5 hour shift)

Holidays
Weekends, Public Holidays, approx. 2 weeks over New Year

Refreshed
July 11th, 2024 10:00

Application Deadline
July 31st, 2024

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Fluent (Amount Used: English usage about 75%)

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

TITLE OF THE POSITION

Help Desk Lead

DEPARTMENT

Information Technology Services (IT Operations)

POSITION TYPE

Full-time staff

LOCATION

Tokyo Campus (Sangen-jaya station)

REPORT TO

IT Operations Manager, Information Technology Services

WORK HOURS

37.5 hours per week

HELPDESK OPERATING HOURS

During Semester
08:30 to 19:00 Monday to Friday
09:00 to 16:30 Saturday

During Semester Break
09:00 to 17:30 Monday to Friday (No Saturday)

SHIFT SCHEDULE

Work one of four shifts below in rotation on a weekly basis.

During Semester
Monday to Friday
(1) Opening shift: 08:00 – 16:30
(2) Closing shift: 11:00 – 19:30
(3) Regular shift: 09:00 – 17:30

Saturday
(4) Weekend shift: 08:30 – 17:00
*Employees will be given a substitute holiday on a weekday when they work on Saturday.

During Semester Break
Monday to Friday
(1) Opening shift: 08:30 – 17:30
(2) Closing shift: 09:30 – 18:00

VISA REQUIREMENT

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

SALARY & BENEFITS

Salary commensurate with experience, plus transportation.
Eleven (11) days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, retirement payment system and tuition benefits for Temple University, Japan Campus (TUJ) programs.

OVERVIEW OF POSITION

Information Technology Services (ITS) provides IT related technical supports for all of Temple University, Japan Campus. The ITS is composed to two teams. Our IT Operations (Help Desk) team which provides front line technical support, manages the in-classroom technology and our computer labs. Our Administrative Systems team supports TUJ's administrative systems. The person in this position will be a lead member of IT Operations (Help Desk) team. The main role is to lead the whole Help Desk, and provide first-level support to TUJ staff, faculty, and students for computing and audio-visual equipment.

PRIMARY RESPONSIBILITIES

- Serve as the main contact between the Help Desk team and other departments.
- Provide initial technical support to end users.
- Manage the Help Desk team roster and student worker schedules.
- Assist with procurement and asset management.
- Identify and implement improvement opportunities.
- Handle support tickets and manage PC and Macintosh computer labs.
- Support audio-visual equipment setup and troubleshooting.
- Regularly update staff and faculty computers.
- Contact vendors for support in Japanese and English.
- Assist with IT or AV hardware installations.
- Create and update user manuals and guides.
- Perform other duties as assigned.

APPLICATION PROCESS

Review of applications will begin immediately. Desired start is July 2024 or shortly thereafter.

Send applications to tujjobs@tuj.temple.edu with the following three items as attachments:

- a cover letter highlighting relevant experience and what appeals to you about the position,
- a resume or CV and
- a list of two professional references with their contact information

Indicate the title of the position you are applying for in the email subject box. Also, we would appreciate it very much if you could let us know from which website/resource you found out about this position.

Only candidates selected for an interview will be contacted.

Required Skills

QUALIFICATIONS AND EXPERIENCE

- Being approachable and patience.
- Business level English.
  TUJ is an American institution in Japan and all administrative work is conducted in American English.
- Minimum of 3 years' experience in technical support.
- Experience with supporting Microsoft Windows, Apple MacOS and Office 365 applications.
- Understanding of live streaming, and AV equipment.
- Experience with ticket tracking systems.
- Experience in an IT Help Desk team role.
- Proficient and quick with verbal and written communication.
- Strong problem-solving and customer service skills.
- Self-motivated team player with attention to detail and professionalism.

PREFERRED QUALIFICATIONS

- Business level Japanese
- Experience with basic network equipment

Company Description