



Senior IT Support Engineer

Job Information

Recruiter

[iWill Capital G.K.](#)

Job ID

1485088

Industry

Advertising, PR

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

Salary

10 million yen ~ 12 million yen

Refreshed

January 15th, 2025 03:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Responsibilities:

- Design, implement, and maintain on-premises and/or cloud-based server infrastructure.
- Diagnose and troubleshoot complex server issues, including performance bottlenecks, hardware failures, software conflicts, and security vulnerabilities.
- Implement and maintain server configurations, including operating systems (Windows, Linux), virtualization technologies (VMware, Hyper-V).
- Implement and maintain server security best practices, including user access control, firewalls, and intrusion detection

systems.

- Automate server tasks and processes to improve efficiency and reliability.
- Perform regular backups and ensure disaster recovery plans are in place.
- Monitor server performance and proactively identify potential problems.
- Stay up-to-date on the latest server technologies and trends.
- Collaborate with other IT team members and stakeholders.

Network Support:

- Diagnose and troubleshoot network issues escalated from L2 or L1, including connectivity problems, routing errors, security breaches, and performance issues.
- Implement and maintain network configurations, including network devices (routers, switches, firewalls), network protocols (TCP/IP), and security mechanisms.
- Monitor network performance and identify potential problems.
- Design and implement network upgrades and expansions.
- Stay up-to-date on the latest network technologies and trends.
- Work collaboratively with other IT team members and stakeholders.

Additional Responsibilities:

- Document solutions and procedures for future reference.
- Provide technical support to internal users and troubleshoot their IT issues.
- Serve as a liaison between upper management, users, and engineers; raise the visibility of critical issues and ensure that all relevant parties are informed.
- Collaborate effectively with other IT team members and stakeholders.

Required Skills

Qualifications:

- 6+ years of experience as an L3 Support Engineer or similar role, with demonstrated expertise in both server and network administration.
- In-depth knowledge of networking concepts, protocols, and troubleshooting methodologies.
- Strong understanding of server administration, including operating systems, virtualization technologies, and server applications.
- Experience with scripting languages (e.g., Python, PowerShell) a plus.
- Experience with cloud platforms (AWS, Azure) is a plus.
- Demonstrated proficiency in IT documentation and knowledge management practices.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to work independently and as part of a team.
- Strong analytical and critical thinking skills.
- Ability to work effectively under pressure and meet deadlines.
- A positive attitude and willingness to learn new technologies.

Company Description