



Desktop Support Team Lead | デスクトップ サポート チーム リーダー

Job Information

Recruiter

Hi-Tech Japan K.K.

Job ID

1491054

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

January 23rd, 2025 08:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Roles and Responsibility:

- Provide technical and procedural support to on-site personnel.
- Resolve complex client technical issues and share solutions with the team.
- Lead and participate in meetings and IT projects.
- Ensure day-to-day IT operations and compliance with GITO guidelines.
- Assist the Manager with scheduling, team coverage, and administrative tasks.
- Prepare and update support documentation and assist in trend analysis.
- Manage IT infrastructure and resolve critical incidents.
- Conduct IT security awareness training and ensure proper onboarding of new employees.
- Manage IT equipment, hardware, and software assets.
- Support the implementation of IT projects and Agile initiatives.

Must Requirement:

- Must have a degree in IT/Computer Science.
- Minimum 5+ years of IT support experience required.
- Strong leadership and problem-solving skills essential.

- Experience in a Microsoft, Windows 10, O365 environment needed.
- Must be willing to travel and work in a 24/7 organization.
- Fluent in both local language and English required.

Company Description