



## 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**

September 17th, 2024 07:00

## 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.

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## Company Description