



【Bilingual IT helpdesk at a financial company】

 Exclusive job

## Job Information

### Temp Agency

[Randstad K.K., Professionals](#)

### Job ID

1497832

### Industry

Investment Banking

### Non-Japanese Ratio

About half Japanese

### Job Type

Temporary

### Location

Tokyo - 23 Wards

### Salary

5 million yen ~ 8 million yen

### Refreshed

January 2nd, 2025 02:00

## 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

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

### POSITIONS OVERVIEW

#### End User Support / Service Desk

- Respond to the issues related to the proper function of their PCs
- Provide all tires of support from telephone to remote access to desk-side
- Respond to critical Incidents (PC or LAN failure) on an on-call basis
- Some report support for Regional Office & Branches

#### Hardware / Software installation and Maintenance

- Maintenance and Upkeep of PC equipment
- Troubleshooting complex technical problems including Desktop and laptop, Monitors, Printers, Servicer room equipment, Firewall switch etc.
- Provide the proper installation and configuration of all PC hardware and software

#### IT administration

- Manage all software licenses for the installed base of applications
- System Documentation, Project management, Vendor management
- IT service Account Administration
- Computer equipment inventory
- Maintain the user accounts, Group, Security, and access privileges
- Troubleshooting issues with Windows 10, Active Directory, DNS, DHCP

#### Soft Skills

- Attention to detail and good problem-solving skills
- Ability to following up with clients to ensure the problem is resolved
- Ability to adapt and change, and learn new tools and skills
- Self-motivated, able to deliver under deadline and multi-task under pressure
- Self-starter with a passion for personal development and continuous improvement
- Team oriented
- Excellent customer service, interpersonal and customer-facing skills
- Ability to speak with the customers to find the root of their
- Excellent verbal and written communication skills in both Japanese and English

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### Required Skills

#### Qualifications and Experience

- Understanding of security practices including physical, internet, and wireless
- Strong understanding of user authentication, permissions, and encryption
- At least 5 years of Service Desk Financial Industry experience is plus
- Experience troubleshooting conference rooms, Zoom/Teams conferencing issues, telephony, systems, messaging platforms and collaboration tools
- Troubleshooting mobility issues related to MDM, MFA, mobile devices, VPN, laptops and remote connectivity
- Ability to quickly and effectively diagnose and resolve technical issues and eliminate repetitive issues both on-site and remotely

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### Company Description