



MichaelPage

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End User IT Support Specialist

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Job Information

Recruiter
[Michael Page](#)
Job ID

1503716

Industry

Asset Management

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 10 million yen

Refreshed

November 18th, 2024 16:30

General Requirements

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

In this role, you will provide technical support for hardware, software, and network issues, including installation, configuration, troubleshooting, and maintenance of PCs, printers, and IT infrastructure. Additionally, you will manage IT systems, software licenses, documentation, user access, and resolve issues related to Windows 10, Active Directory, DNS, and DHCP.

Client Details

The firm is a leading global investment company specialising in private equity, credit, real estate, and infrastructure. Known for its expertise in leveraged buyouts and value creation, it manages a diverse portfolio of assets worldwide.

With a focus on long-term growth and operational improvements, it has become one of the most influential players in the alternative investment industry.

Description

- Provide comprehensive technical support, including phone, remote access, and on-site assistance, while addressing issues related to PC functionality and critical incidents (e.g., PC or LAN failures).
- Install, configure, and maintain both hardware and software, ensuring proper setup and ongoing upkeep of PCs, printers, and server room equipment.

- Troubleshoot and resolve complex technical problems across desktops, laptops, monitors, network devices, and other IT infrastructure components.
- Administer IT systems, manage software licenses, and ensure accurate documentation for projects, vendors, and IT service accounts.
- Maintain computer equipment inventory, manage user access and security privileges, and handle troubleshooting for Windows 10, Active Directory, DNS, and DHCP issues.

Job Offer

- Competitive Salary and Benefits
- International Work Environment
- Opportunities to learn and grow in the fast-growing global investment firm and their

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Taishi Oyamada on +813 6832 8665.

Required Skills

- Understanding of security practices including physical, internet, and wireless
 - Strong understanding of user authentication, permissions, and encryption
 - 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

The firm is a leading global investment company specializing in private equity, credit, real estate, and infrastructure. Known for its expertise in leveraged buyouts and value creation, it manages a diverse portfolio of assets worldwide. With a focus on long-term growth and operational improvements, it has become one of the most influential players in the alternative investment industry.