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Michael Page
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IT helpdesk

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Job Information

Recruiter
Michael Page

Job ID
1506153

Industry
Retail

Job Type
Temporary

Location
Tokyo - 23 Wards

Salary
3 million yen ~ 4 million yen

Refreshed
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General Requirements

Career Level
Mid Career

Minimum English Level
Basic

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

The global retail company is looking for It helpdesk who can handle troubleshooting issues, PC kitting, user support in Japanese and English

Client Details

This company is a leading global fashion brand, known for its iconic style and high-quality products. For an IT professional, this represents a unique opportunity to work at the intersection of technology and fashion in a fast-paced, innovative environment.

Description

- Assist internal employees with troubleshooting and resolving technical issues across hardware, software, and systems.
- Handle setup and maintenance of various devices including PCs, iPads, mobile phones, and conference room systems.
- Set up and configure user PCs, ensuring all necessary software and settings are in place for smooth operation.
- Administer and support O365 and Active Directory settings at retail locations.

Job Offer

- Opportunity for growth and advancement within the company
- Collaborative and supportive team environment
- A dynamic, energetic working environment with good work/life balance
- Open culture and job rotation available to enable internal career development

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Ayaka Iwaki at +81 3 6832 8658.

Required Skills

- Ability to quickly diagnose and resolve common hardware and software issues, especially in a fast-paced environment.
- Experience with setting up and configuring devices like **PCs**, **iPads**, **printers**, and **conference room systems**.
- Ability to write clear and concise **technical documentation** (in Japanese), including setup guides and troubleshooting procedures.
- Willingness to learn new systems and technologies, and the ability to quickly adapt to changes in tools, procedures, and technologies.

Company Description

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