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End User IT Support

Global IT Support

Job Information

Recruiter
[Michael Page](#)
Job ID

1511974

Industry

Investment Banking

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Refreshed

December 23rd, 2024 14:21

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Provide all types of support from telephone to remote access to desk-side including PC Hardware / Software installation and Maintenance.

Client Details

Global investment firm with nearly five decades of investment management experience. Headquartered in New York and has a presence in 23 cities across 4 continents - combining local expertise with a global perspective which include private equity, infrastructure, real estate, credit, impact, and growth technology.

Description

- Respond to the issues related to the proper function of their PCs
- Provide all types 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, Server 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

Job Offer

- Competitive salary
- Hybrid work
- Unlimited career growth
- International working environment
- Very collaborative culture
- Team based with diverse background of people
- Trainings

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Jonathan Chua on +813 6832 8931.

Required Skills

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

Company Description

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