



Audio Visual & Executive Support | Senior-Career Level

Job Information

Hiring Company

[Sentree KK](#)

Subsidiary

Sentree K.K.

Job ID

1514381

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8.5 million yen ~ 10 million yen

Refreshed

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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

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Power the robotics revolution with your audio visual expertise—impact lives and make your voice count!

Are you a confident communicator with a knack for follow-through? Join our Audio Visual & Executive Support team where your expertise in Audio Visual systems, corporate event support, and real-time troubleshooting shines. You'll play a critical role in delivering first-touch solutions, managing high-profile events, and ensuring flawless support—even in front of a live audience.

Core Responsibilities

- Meeting Room and AV System Maintenance: Ensure availability, functionality, and software updates for conferencing systems and digital whiteboards.

- Building Signage and Projector Support: Maintain and support building signage screens and projectors.
- Inventory and Asset Management: Track and manage AV equipment, including conference room assets, loan equipment, and licenses for AV applications.
- Event and Meeting Support: Provide technical support for events and meetings, including planning and implementation of meeting space needs.
- Vendor and Team Collaboration: Liaise with AV vendors, work with global teams to standardize environments, and coordinate with IT operations for ad-hoc and project support.
- User Interaction and Documentation: Communicate with users, document processes, and translate communications and announcements as needed.
- Process Improvement: Contribute to ongoing improvements in AV technology, processes, and equipment.
- Executive Desktop Support: Ensure executive members' desktop and mobile environments are up-to-date, fully functional, and issues are resolved promptly with first-touch resolution in mind.
- Event Preparation and Support: Collaborate with executives and assistants to plan and execute high-profile events, ensuring all technical and multimedia components function seamlessly.
- Technical Expertise: Provide support for video, interactive screens, simultaneous interpretation, and recording tools used in executive events.
- Attention to Detail: Capture and prepare all event details meticulously to ensure high-quality, on-time, and incident-free execution.
- Proactive Environment Management: Maintain awareness of system updates and changes to minimize disruptions to executive operations.

Daily Responsibilities

- Provide immediate troubleshooting and support for PC, mobile devices, and AV systems.
- Set up, support, and manage onsite, offsite, and ad-hoc events, including planning, organization, and end-to-end delivery.
- Maintain and manage inventory, licenses, and equipment for event and executive environments.
- Liaise with vendors and collaborate with global and IT operations teams to ensure seamless event execution and AV support.
- Draft, document, and translate user-facing communications and processes.
- Support event duration with audio/visual setup, basic recording, and editing as needed.
- Report on events and contribute to process and equipment improvement initiatives.
- Maintain a flexible schedule to accommodate event setup, testing, and support needs.

Required Skills

Required Skills:

- Excellent organizational, communication, and follow-up abilities.
- Proven experience supporting corporate events, including stage or event production.
- Expertise in real-time troubleshooting of Audio Visual issues with a logical approach.
- Strong user-facing skills with the ability to remain calm under pressure.
- Ability to deliver first-touch solutions efficiently and effectively.
- Proficiency in desktop support across Windows, macOS, iOS, and Google Workspace.
- Proficiency with corporate video conferencing systems, including Cisco codecs, Logitech Rally-Bar, Google Meet, MS Teams, and Zoom.
- Hands-on experience supporting a variety of AV equipment: audio mixers, microphones, cameras, switchers, and lighting.

- Familiarity with digital signage systems and their operation.

Senior Candidates should demonstrate several of these skills:

- Comfortable providing live event support in front of audiences.
- Experience designing and requesting with custom ticketing workflows within ServiceNow.
- Proficiency in video editing with the ability to clean up audio and adjust levels.
- Skilled in enhancing visuals for a polished, professional look.
- Understanding of video codecs, resolutions, and formats.
- Attention to detail to ensure seamless edits and clarity in storytelling.

General Requirements

- Minimum Experience Level: Over 3 years
- Career Level: Mid Career and Senior Career positions open
- Minimum Education Level: Technical / Vocational College
- Visa Status: Permission to work in Japan required

Language Skill Requirements:

Fluency in Japanese and English is essential for effective communication with local and global teams, including written and spoken Japanese and English.

****Hiring for multiple openings****

Location: Onsite in central Tokyo

Employment type: Full time for candidates with a visa identifying legal permission to work in Japan

Working hours: Flex System 8:30AM - 5:30PM weekdays with flexible shifts occasionally required due to the nature of event work

Holidays: Weekends, Public holidays, Vacation as per Japanese Labor Standards

Company Description