



IT Technical Support Consultant (Helpdesk)

Annual Leave fully utilized. MNC company

Job Information

Hiring Company

Turner & Townsend

Job ID

1522067

Division

IT department

Industry

Property Developer, House-builder

Company Type

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

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Yamanote Line, Tamachi Station

Salary

8 million yen ~ 10 million yen

Work Hours

五日勤務。一日 8 時間

Holidays

有給休暇 1 6 日から

Refreshed

March 31st, 2025 10:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Daily Conversation (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

Company Description

Working in partnership with our clients, we deliver major projects and programmes with skill and precision, by focusing on outcomes and driving high performance.

Delivering innovative solutions and exceptional outcomes across our sectors, we drive the success of our client's projects and programmes through effective planning, highly skilled teams, and rigorous controls.

Our capabilities include asset management, controls and performance, cost and commercial management, digital, procurement and supply chain, programme advisory, project management and sustainability. Backed by our extensive experience, we focus on outcomes to transform client's projects and programmes.

With over 133 offices across 47 countries, we are an organisation of over GBP 1.5 billion turnover and 12,000+ talented team members across the world. In 2025, we are combining with CBRE's Project Management business to create the premier, differentiated programme, project, and cost management capability globally. Through this change, our profile in Asia will scale significantly, comprising a team of over 4000 staff across all major countries in region. The combination of our programme management and project management and commercial management capabilities will provide a unique opportunity to do things for our clients.

会社概要

クライアントとのパートナーシップのもと、成果を重視し、高いパフォーマンスを実現することで大規模なプロジェクトやプログラムをスキルと精度をもって提供します。

革新的なソリューションと卓越した成果をあらゆる分野に提供し、効果的なプランニング、高度なスキルを持つチーム、厳格な管理体制を通じて、クライアントのプロジェクトやプログラムを成功に導きます。

アセットマネジメント、コントロール&パフォーマンス、コスト&コマーシャルマネジメント、デジタル、調達&サプライチェーン、プログラムアドバイザー、プロジェクトマネジメント、サステナビリティなど、さまざまな分野に対応しています。豊富な経験に裏打ちされた成果を重視し、クライアントのプロジェクトやプログラムを変革します。

弊社は世界47カ国に133以上のオフィスを持ち、15億英ポンドの売上高と12,000人以上の有能なチームメンバーを擁する組織です。2025年には、CBREのプロジェクトマネジメント事業と統合し、差別化された最高のプログラム、プロジェクト、コストマネジメント能力を世界的にご提供します。この変革により、アジアにおける当社の知名度は大幅に拡大し、アジア地域のすべての主要国で4,000人を超えるスタッフで構成されることになります。プログラム・マネジメント、プロジェクト・マネジメント、コマーシャル・マネジメントの能力を組み合わせることで、クライアントにユニークな機会を提供することができます。

Job Description

Overall requirement:

We are looking to recruit a Technical Support Consultant to work within our globally distributed IT team, to provide IT technical support to all our users across the Asia Pacific region.

Essential Skills:

Excellent interpersonal and PC support skills, User & Server Administration, Active Directory & Azure AD (Entra), MS Windows 10\11, MS 365 including Exchange online, Office, Endpoint manager, Intune, etc.

SOX control responsibilities may be part of this role, which are to be adhered to where applicable.

Principal Duties, Responsibilities & Accountabilities:

Responsibilities will include:

- Provide day to day IT support to all our people, including call logging, troubleshooting, IT admin tasks such as new user setup, password resets, and PC builds
- Support of the IT environment, including servers, systems, networks, and other devices
- To assist on various projects and upgrades to meet Turner & Townsend's goals
- Assist in office moves and changes with respect to the installation and changes to the IT and Voice infrastructure and all associated peripherals
- Manage asset database, and control software register
- Build positive working relationships with the business

Duties will vary and be revised due to the nature of the IT Support environment (the above is a guide and not a comprehensive list of responsibilities).

Please note that this is an office based role with limited remote working capabilities.

Required Skills

Qualifications

- All round IT support specialist with at least three years' experience of hands-on, remote and telephone support
 - Experience of user administration, Active Directory, Microsoft Exchange 365, and Outlook in a corporate environment
 - Hands-on experience of LAN, WAN and VPN, troubleshooting and support
 - Proven track record of working in a support environment supporting multiple users across multiple locations
 - Supporting and troubleshooting Office 365 products (MS Teams, One Drive, SharePoint etc.), Anti-virus (MS Defender), Veritas BackupExec, etc.
 - Ability to support a wide range of desktop applications
 - **Bilingual in English and Japanese**
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Company Description