



PR/094573 | Japanese IT Service Desk Analyst

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1522215

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

February 18th, 2025 10:33

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

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and job overview

Our client is an IT company.

Job Responsibilities

- Serve as the initial point of contact for IT support requests via phone, email, and tickets, assisting users in both Japanese and English.
- Provide first-line troubleshooting for hardware, software, network, and application-related issues.
- Collaborate with team peers to provide best-in-class customer service for aligned tasks.
- Following internal procedures, escalate complex or unresolved issues to the appropriate L2 or L3 support teams.
- Monitor service desk queues and prioritize requests based on urgency and impact.

Job Requirements

- Have 2-7 years of experience in Service Desk / Technical Support (L1).
- Fluency in Japanese and English, with the ability to explain technical issues to non-technical users.
- Provide support through Calls, Emails, and self-service tickets and should be willing to work in a 24/7 rotational shift environment.
- Excellent customer service skills to support Global customers.
- Experience with advanced Active Directory, O365, software installation, Printers, and other standard applications.

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Company Description