



## Help Desk Support, Information Technology Services in Kyoto

### Working at American University in Kyoto

#### Job Information

**Hiring Company**

[Temple University, Japan Campus](#)

**Subsidiary**

Temple University, Japan Campus (TUJ)

**Job ID**

1522614

**Division**

Information Technology Services

**Industry**

Education

**Company Type**

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

**Non-Japanese Ratio**

Majority Non-Japanese

**Job Type**

Permanent Full-time

**Location**

Kyoto Prefecture, Kyoto-shi Fu-shi Mi-ku

**Train Description**

Main Line, Fujinomori Station

**Salary**

4 million yen ~ Negotiable, based on experience

**Salary Bonuses**

Bonuses paid on top of indicated salary.

**Work Hours**

37.5 hours per week (7.5 hour shift)

**Holidays**

Weekends, Public Holidays, approx. 2 weeks over New Year

**Refreshed**

April 2nd, 2025 13:00

#### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Fluent (Amount Used: English usage about 75%)

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

No permission to work in Japan required

**Job Description****Position:**

Help Desk Support in Kyoto

**Department:**

Information Technology Services (IT Operations)

**Position Type:**

Full-time

**Report to:**

IT Operations Manager, Information Technology Services

**Location:**

Kyoto (Fujinomori station)

**Operating hours:**

8:00 to 19:30 Monday to Friday

8:30 to 17:00 Saturday

**Work Hours:**

37.5 hours per week (7.5-hour shift)

Monday to Friday

(1) Early shift: 08:00 – 16:30

(2) Mid-shift: 09:00 – 17:30

(3) Late shift: 11:00 – 19:30

\*Working one of 3 shifts in rotation on a weekly basis.

\*Employees can be given a substitute holiday on weekdays in case of working on Saturday.

**Kyoto will be working on mid-shift only as of February 2025. It is, however, subject to change due to its operation needs.****Visa Requirement:**

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

**Salary & benefit:**

Salary commensurate with experience, plus transportation.

Eleven days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year, Japanese social insurance and pension, commuting allowance, a welfare-discount program membership, retirement payment system, and tuition benefits for Temple University, Japan Campus (TUJ) programs.

**Overview of position:**

Provide the first level of support for TUJ staff, faculty and students to ensure the best possible computing and audio-visual equipment experience and knowledge.

**Primary responsibilities:**

- Primary function of this position is the first level desktop support Help Desk
- Provide assistance to end users (students / staff / faculty) for printing, applications.
- Answer and prioritize incoming support tickets.
- Manage PC and Macintosh computer labs (Technical maintenance, Open/Close computer lab, Lab reservations)
- Provide audio-visual equipment support (Setup and supporting on microphones and camera for events, Troubleshooting and adjusting the AV equipment)
- Set up and regularly update all staff and faculty computers
- Contact vendors for support, repairs, etc. as necessary in Japanese
- Assist with IT or AV hardware installation on campus
- Create and update manuals
- Assign tasks to and manage our student worker team
- Other duties as assigned by management
- Solving issues in a timely manner

In addition, we may request new hire training for 2 – 4 weeks in Tokyo.

### **Application Process**

Review of applications will begin immediately. Desired start date is ASAP.

Please apply from below link.

<https://tuj.bamboohr.com/careers/30?source=aWQ9Mg%3D%3D>

Required application materials to be submitted:

1. a cover letter,
2. resume or c.v., and
3. contact information for two references.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

### **Required Skills**

#### **Qualifications and Experiences:**

- Good verbal and written communication skills in both Japanese and English
- Japanese business level preferred
- Microsoft Windows 10 Enterprise support experience
- Understanding and experience in supporting Microsoft Office 365 applications (Word, Excel, PowerPoint, Access)
- MacOS experience/knowledge preferable
- Installation and troubleshooting experience with PC workstations, printers and basic network equipment
- Demonstrated problem-solving skills and customer service skills
- Creative, team player, self-motivated, and a self-starter
- Good attention to detail and punctual
- Professional appearance and attitude
- Understanding and experience in supporting IP phones
- Understanding of live streaming and equipment.
- Willingness to learn more about classroom AV equipment
- Experience with ticket tracking system

### **Company Description**