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【NEW!】 IT Support @ Global Insurance Leader

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Job Information

Recruiter
[Michael Page](#)
Job ID

1523944

Industry

Bank, Trust Bank

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Refreshed

February 27th, 2025 16:16

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Basic

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

In this position, you will be maintaining the stability and performance of our internal systems by offering Tier 1 support as the main contact for Asia Pacific users, handling basic software and application issues, escalating complex cases, and assisting users across various time zones.

Client Details

This company is one of the world's largest insurance companies, specialising in risk management and providing financial solutions to the international corporations. By joining their team, you'll be exposed to the exciting growth opportunity where you can work with the cutting edge technology and equally skilled professionals from the field.

Description

- Providing Tier 1 IT Support via telephone, email, and ticketing systems.
- Troubleshooting software, application, and hardware issues.
- Monitoring network software and operating systems.
- Keeping track of IT requests and managing escalation if necessary.

Job Offer

- **Global Exposure:** Work with international teams, broadening your career horizons.
- **Work-Life Balance:** Enjoy hybrid work and flexible hours for better balance.
- **Career Growth:** Thrive with advanced technology and an inspiring team.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Taishi Oyamada on +813 6832 8665.

Required Skills

- Experience in IT support or related field.
 - Proficient in Windows OS, Microsoft Office, and Active Directory.
 - Strong communication skills.
 - Fluent in English; Japanese is a plus, but not required.
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Company Description

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