



## IT Support [End User, M365, Azure, Sharepoint]

**Flexible Hybrid Work!**

### Job Information

#### Recruiter

[Hire Pundit Japan Corporation](#)

#### Job ID

1524012

#### Industry

Insurance

#### Company Type

Large Company (more than 300 employees) - International Company

#### Non-Japanese Ratio

About half Japanese

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

6 million yen ~ 8 million yen

#### Refreshed

February 28th, 2025 16:21

### General Requirements

#### Minimum Experience Level

Over 3 years

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Native

#### Minimum Education Level

Associate Degree/Diploma

#### Visa Status

Permission to work in Japan required

### Job Description

- Administration/configuration/troubleshooting/end user of several Office 365 services. Strong background and exposure on troubleshooting issues on Office 365 services especially in Exchange Online, Email Gateway, Teams, OneDrive, Conditional Access, Intune and SharePoint Online via admin portal and PowerShell scripting.
- Responsible for monitoring, analyzing, and optimizing infrastructure, to best support testing and deployment in continuous integration/continuous delivery environment.
- Contributes and assists with efforts/projects in the deployment, maintenance, and support of current and new data center infrastructure.
- Leads complex troubleshooting and resolve critical or escalated technical issues over a significant population of affected software or equipment.

- Leads and participates in the development of processes and documentation for new areas of work or knowledge.
  - Actively involved in platform automation and orchestration, both from a technical standpoint and a process point of view.
  - Create and Implement Change Requests per Business requirement and incident/problem resolution.
  - Management and administration of email gateway (Exchange Online Protection)
  - Troubleshoot issues (e.g. mail flow/ SMTP message delivery, call drop/quality issue, Intune BYOD issues) under SLA
  - Provides Global IT support; design, implementation, configuration, administration, maintenance, monitoring and troubleshooting of Messaging Infrastructure (Hybrid Exchange), Microsoft 365, Cisco ESA/SMA (IronPort) Email Gateways, Active Directory, Azure AD Connect, AD FS
  - Creates documentations and KB articles that would improve handling of ticket.
  - Provides mentorship to colleagues as deemed necessary.
  - Monitoring and resolving issues related to Exchange mailboxes, message tracking, and transport logs.
  - Deploying and configuring Exchange Online Protection/Security/Compliance Policies for inbound and outbound email protection.
  - Managing and monitoring email infrastructure for high availability and optimal performance.
  - Working closely with other IT teams to troubleshoot and resolve issues related to any Office 365 services and collaboration tools.
  - Performing system administration, security, and maintenance duties as required.
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## Required Skills

### Primary Skills

- Have good English/Japanese communication skills.
- Experience of Azure AD, O365 tools (Exchange, Teams, SharePoint, OneDrive, Yammer etc.)
- Role based access control and Intune subscription management.
- Creating and managing teams' policies, reading CQD logs and checking team status.

### INTERNAL

- Should have a good understanding on how to manage SharePoint Online environment including site permissions, storage management and audit logs.
  - Implementing Intune MDM, MAM components and conditional access policies.
  - License and user management in office 365 as well as Azure logs Intune endpoint management experience on physical devices with SCCM or Intune
  - Should be able to create policies for App protection at least on mobile devices.
  - Proficient in PowerShell scripting for all o365 modules.
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## Company Description