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End User Technical Support Retail Company

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Job Information

Recruiter
[Michael Page](#)
Job ID

1524083

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Refreshed

March 3rd, 2025 13:35

General Requirements

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

As an IT Helpdesk Support, you will provide technical assistance to end-users, resolve IT-related issues, and contribute to the smooth operation of the company's IT infrastructure in Tokyo.

Client Details

Our client is a prominent European retail company that has established a strong global presence. With a focus on delivering exceptional customer experiences, the company is expanding its operations in Tokyo and seeks talented individuals to bolster its helpdesk support team.

Description

- Provide frontline technical support and troubleshooting for end-users, ensuring timely resolution of IT-related issues.
- Collaborate with team members to maintain and enhance the company's IT infrastructure, including hardware, software, and network systems.

Job Offer

- Competitive salary and benefits package.

- Opportunity to work with a well-established European retail company and gain exposure to international practices.
- Continuous learning and professional development opportunities.
- A collaborative and inclusive work culture that values diversity and innovation.
- Career growth prospects within a rapidly expanding organization.

To apply, please submit your updated resume and a cover letter highlighting your relevant experience and motivation for joining the team. We look forward to reviewing your application!

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Peryhan Essam on +813 6832 8691.

Required Skills

- Experience: Minimum of 2 years in a similar IT helpdesk/support role, preferably in a multinational environment.
 - Skills: Proficiency in troubleshooting hardware, software, and network issues. Strong knowledge of Microsoft Windows, Office 365, Active Directory, and remote desktop tools.
 - Personal Qualities: Excellent communication and interpersonal skills, customer-oriented mindset, ability to work independently and collaboratively in a fast-paced environment, and a proactive attitude toward problem-solving.
 - For This role, Fluency in English and Japanese is a must
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Company Description

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