



IT and Desktop Support Analyst

Job Information

Hiring Company[Degica Co., Ltd.](#)**Job ID**

1526493

Industry

Other (IT, Internet, Gaming)

Job Type

Permanent Full-time

Location

Tokyo - Other Areas, Musashino-shi

Salary

8 million yen ~ Negotiable, based on experience

Refreshed

April 7th, 2025 10:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About KOMOJU

KOMOJU (by Degica) is the leading cross-border payment gateway for Japan. We power payments for companies like video game distribution platform Steam and the popular mobile app TikTok. Today we help thousands of merchants by providing them with the payment infrastructure they need through developer-friendly API's to integrations on popular platforms like Shopify and Wix; we help our merchants grow in all markets they are expanding.

About the position

This is a great opportunity for a curious, tech passionate hands-on professional to help manage Degica's IT resources.

You are going to provide crucial support to end users while ensuring the secure and effective management of user accounts, devices and IT infrastructure. This role requires some experience in managing identity systems, MDM platforms, and productivity suites.

The successful candidate will be responsible for delivering support in both English and Japanese, and interacting with stakeholders, including vendors and employees.

Responsibilities

- Act as a main point of contact for everything related to corporate IT.
- Manage and maintain our identity provider system, ensuring secure user accounts and seamless application and integration functionality with single sign-on.
- Administer and maintain the MDM system, overseeing a fleet of Windows, macOS, Linux, and mobile phone devices.
- Implement automation to deliver software and configuration to devices.
- Maintain MDM policies, ensuring they function as expected.
- Provide support to the cybersecurity team on tasks related to user account management, endpoint security and making sure they are patched for vulnerabilities.
- Assist new employees during onboarding, providing guidance on the use of IT assets within the company.
- Collaborate with HR, Compliance, and the Cybersecurity teams to ensure IT resources are available to employees and meet security standards.
- When necessary, deliver training in both Japanese and English on IT system usage and changes, ensuring all staff are equipped with the necessary knowledge.

Benefits

- At Degica, we embrace remote work while also offering office space for those who prefer in-person collaboration
- 10 days regular vacation, additional 5 days summer and 5 days winter vacation
- Paid birthday holiday
- Budget for self-learning allowance, to ensure our employees' skills remain current
- Language training for Japanese

Required Skills**Responsibilities**

- Working proficiency in Japanese and English, in both written and spoken communication.
- Experience managing email services and office suites as Google Workspace and Office 365 tenants, ensuring the environments are highly available.
- Experience managing identity provider systems and configuring SAML and SSO integrations.
- Understanding of MDM systems.
- Basic understanding of endpoint protection systems and policies (EDR).
- Ability to automate computer kitting processes and writing scripts in one of Bash, Python or Powershell.

Requirements

- Proven experience in IT system management and user support.
- Hold a CompTIA A+ certification or equivalent.
- Maintained automated device enrollment (ADE) between Apple Business Manager (ABM) and the MDM system.
- Configured Windows Provisioning Packages.
- Strong communication skills, able to explain IT concepts to users with varying levels of understanding, and comfortable delivering training and writing documentation in both Japanese and English.

Company Description