



## IT and Desktop Support Analyst

### 募集職種

### 採用企業名

株式会社デジカ

### 求人ID

1526493

### 業種

その他 (IT・インターネット・ゲーム)

### 雇用形態

正社員

### 勤務地

その他東京, 武蔵野市

### 給与

800万円 ~ 経験考慮の上、応相談

### 更新日

2025年03月31日 00:00

### 応募必要条件

#### 職務経験

1年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

流暢

#### 最終学歴

大学卒 : 学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### 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

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**スキル・資格****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.

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**会社説明**