

Job Detail

Senior Level

Position Title	[Limited Position] Senior Desktop Support Analyst
Recruiter Company	Cornerstone Recruitment Japan K.K.
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	IT (Other) - IT Help Desk IT (Other) - Customer Support Engineer IT (Other) - In-house System Operator
Industry	
Location	Asia Japan Tokyo
Job Description	<p>This position will be responsible for general desktop support for the Tokyo office, as well as remote support for other offices as needed.</p> <ul style="list-style-type: none"> • Setup, configuration, installation, and troubleshooting support • Support including training, mentorship, and expert roles in specific software groups and group representation on large, multi-functional projects. • Develop and track performance measurements and determine the optimal system configuration • Identification of problems, creation of project plans/schedules, execution, and measurement of results for software related projects • Serve as a local point of contact for the global IT team, removing, installing, and replacing servers and other hardware. • Collaborate with APAC desktop managers and team members to resolve IT issues that occur in the workplace.
Company Info	<ul style="list-style-type: none"> • Global and flat work environment • Use your English skills • Opportunity to work at a foreign company
Qualifications	<ul style="list-style-type: none"> • Desktop support experience (4+ years) • Self-starter based in the APAC region who can thrive in a multicultural environment • MS Office 365 troubleshooting skills (advanced level) • Interpersonal skills to work with managers at all levels in both Japanese and English • Experience using ServiceNow
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 8000K - JPY 11000K
Salary Description	Fully equipped with social insurance Full transportation allowance education training
Holiday Description	Complete 2-day week (Saturdays, Sundays, and public holidays) summer vacation winter vacation paid holiday
Job Contract Period	Full-time employment