

## 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"><li>• Setup, configuration, installation, and troubleshooting support</li><li>• Support including training, mentorship, and expert roles in specific software groups and group representation on large, multi-functional projects.</li><li>• Develop and track performance measurements and determine the optimal system configuration</li><li>• Identification of problems, creation of project plans/schedules, execution, and measurement of results for software related projects</li><li>• Serve as a local point of contact for the global IT team, removing, installing, and replacing servers and other hardware.</li><li>• Collaborate with APAC desktop managers and team members to resolve IT issues that occur in the workplace.</li></ul>
Company Info	<ul style="list-style-type: none"><li>• Global and flat work environment</li><li>• Use your English skills</li><li>• Opportunity to work at a foreign company</li></ul>
Qualifications	<ul style="list-style-type: none"><li>• Desktop support experience (4+ years)</li><li>• Self-starter based in the APAC region who can thrive in a multicultural environment</li><li>• MS Office 365 troubleshooting skills (advanced level)</li><li>• Interpersonal skills to work with managers at all levels in both Japanese and English</li><li>• Experience using ServiceNow</li></ul>
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