

Job Detail

Staff Level

Position Title	【Up to 7.5M】 Desktop Support - Top Investment Bank - JP/EN
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-02 / 2024-05-02
Job Type	IT (Other) - IT Help Desk IT (Other) - Customer Support Engineer
Industry	IT - Other
Location	Asia Japan Tokyo
Job Description	<p>Provide desktop support to internal staff at a top-ranked investment bank/financial services company. You will be using both Japanese and English working in an international team. This job is a contract position with possibility of being converted to perm after 1 year.</p> <p>Description</p> <ul style="list-style-type: none"> * Troubleshoot issues escalated from IT Helpdesk * Provide on-site technical support for desktop PCs - both software and hardware * Physically set up computers and software system installation * Perform basic hardware moves and changes * Record and manage all incidents and requests in ticket-tracking system <p>Profile</p> <ul style="list-style-type: none"> * 2 to 5 years of IT support experience * Experience in delivering Customer Service experience, preferably with the banking support of investment banks including white-glove support for senior clients is an advantage * Good Working knowledge and IT experience supporting Microsoft Windows configuration, Desktop Administration, Microsoft Office Suite * Basic understanding of network and server infrastructure * Experience in market data application support * Basic scripting skills - PowerShell, Python <p>Job Offer</p> <ul style="list-style-type: none"> * Future possibility of being converted to a permanent employee * Work for one of the most famous and prestigious banking companies in the world * An international environment <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Patrick Phan on +81 3 6832 8925.</p>
Company Info	With nearly 100 years of history, our client is not only well-known within the financial industry, but it is one of the most famous companies in the world. Ranking in the top 10 of largest investment banks in the world, our client provides an incredibly fast-paced and dynamic atmosphere in which to develop or cement your career.
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 4000K - JPY 7500K

