

Helpdesk Support: Detailed Duties and Qualifications

Specific Duties:

- Support the Digital Support Unit (DSU) in implementing strategic IT initiatives and project management.
- Assist the DSU in procuring goods and services, including managing internal documentation and liaising with relevant external parties, including vendors.
- Act as a frontline helpdesk for addressing user inquiries and troubleshooting issues.
- Provide user support for approved software and business applications, including email announcements of maintenance notices, etc.
- Update records and documents of IT-related procedures, lists of IT equipment, and licenses.
- Perform regular administrative operations for network devices, Windows servers, Microsoft 365 platform, etc., in accordance with operational manuals.
- Set up staff PCs and mobile devices by referring to manuals.
- Manage IT equipment and services including servers, PCs, and other digital devices throughout their life cycle.
- Diagnose and resolve hardware, software, and network problems in collaboration with service providers and vendors.
- Monitor IT security policy compliance and guide users accordingly.
- Support the DSU in general administration and perform other duties as assigned.

Qualifications:

- A minimum of three years' experience working in general administrative roles and helpdesk support.
- Strong administrative skills such as managing asset lists and contractual documents.
- Strong technical knowledge and experience in Windows10/11, Microsoft Office, Outlook, the internet, web browsers, etc.
- Experience in Network, Windows Server, Active Directory, Windows Server Update Services, Microsoft 365, Azure, and Exchange Server would be preferable.
- Business-level proficiency in both English and Japanese.
- Demonstrated commitment to maintaining high business ethics and integrity standards in dealing with other staff members and external parties.