



Job Information

Job ID: 92405
Job Title: Japan Technical Support Manager
Recruiter: BIOS, LINC Media Inc.
Division: BIOS
Company Type: Large Company, International Company
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: Negotiable, based on experience
Date: October 8th, 2008 10:20

General Requirements

Employment Experience: Over 6 years
Career Level: Mid Career
English: Business Level
Japanese: Business Level
Education: Associate Degree/Diploma
Visa Status: Japanese national or permission to work in Japan required

Job Description

An opening with a global software company looking to rapidly expand it ' s japan side operations, the Technical Support Manager is responsible for building and leading a support center in delivering a high level of customer service and satisfaction in resolving customer problems related to the client ' s products, and aligning Global Technical Support group strategy with organizational needs. Accountable for ensuring a high quality of service delivery and demonstrating greater return on investment.

Responsibilities will include

- ? Ensure all support functions are performed in accordance with documented procedures, methods and standards
- ? Handle customer escalations and work with appropriate departments to resolve issues quickly and professionally
- ? Oversee local staff recruitment, retention and performance
- ? achieving business objectives by assisting the VP with recruitment,
- ? development and retention of suitably skilled staff for all product lines supported from the support center/site;
- ? overseeing coaching and training plans for local support teams; implementing and maintaining workflow processes and technologies;
- ? studying service levels, operating procedures, business trends and concepts with an aim to build and evolve the

support center;

? providing feedback to senior management on performance assessments of team members;

? promoting knowledge sharing between Sales, Services, R&D and Support team members.

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Required Skills

Language Requirements:

In addition to AT LEAST Business level English and Japanese language skills, you must also have AT LEAST Business level Chinese (Mandarin)

Skills and Experience:

? B.A. / B.S. / B.E. / B.Tech / Technical Diploma in a related field

? Microsoft Certified Professional (MCP) designation

? 5 years relevant business experience in the IT industry

? Previous Management experience in a service oriented organization

? Customer Service or support background

? Thorough understanding of technical support centre operations

? Strong analytical problem solving and decision making skills

? Excellent time management and organizational skills

? Must have excellent verbal and written communication skills

? Excellent interpersonal skills combined with strong leadership abilities

? Functional/technical background in assigned product area

- ? Ability to work efficiently and independently
- ? Ability to handle difficult or sensitive situations with diplomacy and tact
- ? Experience supporting Enterprise Applications, specifically ERP and CRM systems
- ? Understanding of IIS and website administration
- ? Thorough understanding of relational database concepts and architecture
- ? Understanding of .NET framework
- ? Experience debugging one or more of the following: HTML, XML/XSL, Jscript, ASP, VBScript
- ? Experience programming one or more of the following: Visual Basic, .NET (VB, C#, ASP), Java, C++, T-SQL / SQL*Plus
- ? Exposure to Business Objects and Crystal Reports
- ? Experience building and managing high performing teams
- ? Ability to provide meaningful and constructive feedback to others
- ? Track record in providing outstanding customer service
- ? Should be willing to work flexible shifts (including night shifts)

Language Requirements:

In addition to AT LEAST Business level English and Japanese language skills, you must also have AT LEAST Business level Chinese (Mandarin)

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Company Description

LINC Media was founded in 1996 by current CEO and President Terrie Lloyd to support foreign firms trying to enter Japan. In the ensuing years, the company grew into a full-fledged media firm with an English-language business magazine, recruiting service and bilingual technical support service.

The system integration division of LINC Media, BIOS provides multilingual technical consulting, integration, and support services all along the IT Spectrum. The business consultation division of LINC Media offers service such as market research, PR, office setup, recruiting, etc., as well as providing information and responding to enquiries from clients regarding the Japanese market.