



技術サポートエンジニア / Technical Support Engineer

Work at Global IT Vendor

Job Information

Recruiter

ACS Japan

Hiring Company

コンタクトセンターソフトウェアソリューションプロバイダー/ Contact Center Solution Provider

Job ID

1213052

Industry

Software

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

May 2nd, 2024 05:00

Application Deadline

June 8th, 2024

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 25%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Provide advanced technical support to customers via phone, online, chat, and email, using tools and advanced expertise to pull and effectively analyze logs, traces, packet captures, etc. Identify the root cause of the problem.

Provide advanced technical support to customers via phone, online, chat, and email and use tools and advanced expertise to pull and effectively analyze logs, traces, packet captures, etc. to determine root cause of issues

Required Skills

- Extensive work experience in a technical customer service role, preferably in a technical support capacity
 - SaaS, telecommunications, contact center software, TCP/IP, HTTP, SFTP, scripting, load balancers, proxies, firewalls, relational databases (MSSQL) Experience and advanced knowledge of network technologies such as , Oracle, MySQL)
 - Extensive work experience in a technical customer service role, preferably in a technical support capacity
 - Experience working with and advanced knowledge of technologies such as SaaS, telecommunications, contact center software, networking technologies such as TCP/IP, HTTP, SFTP, scripting, load balancers, proxies, firewalls and Relational Databases (MSSQL, Oracle, MySQL)
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Company Description

ACS Japan is a Tokyo based executive search company delivering recruitment services that reflect the core values and needs of the business world today. Our team of professional and experienced recruiters are committed to providing the highest standards of service to both clients and candidates.

ACS Japan's commitment is to personalize individual service to both clients and candidates. We are strongly networked with industry professionals who seek and value success. As the experts of full range human capital services, we specialize in offering consulting and introductions through our networks. One of our main strength is exclusivity to our clients, and speed to our candidates.

We specialize in understanding the individual needs of each company and place top to middle management executives, IT professionals, and hard-to-find specialist qualified candidates. We build and maintain close partnerships with clients to fully understand their business, products, organization in addition to their internal company culture.