



## Bilingual Helpdesk Team Leader

Great work-life balance, career opps!

### Job Information

#### Hiring Company

[systemsGo Corporation](#)

#### Job ID

1406112

#### Division

Technology Support

#### Industry

IT Consulting

#### Company Type

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

#### Non-Japanese Ratio

About half Japanese

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

7.5 million yen ~ Negotiable, based on experience

#### Work Hours

Mon-Fri 9am-6pm

#### Holidays

Starts at 13 days/yr paid leave, increases each year until 22/yr

#### Refreshed

April 26th, 2024 12:44

### General Requirements

#### Minimum Experience Level

Over 6 years

#### Career Level

Mid Career

#### Minimum English Level

Business Level (Amount Used: English usage about 50%)

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

Technical/Vocational College

#### Visa Status

Permission to work in Japan required

### Job Description

We are currently seeking a Team Leader to work at our client's office in Tokyo. The client is a global Medical Equipment

Manufacturer which works to make healthcare ever better.

The position will involve working in a friendly, work-life balance, diversity environment.

#### **Responsibilities:**

- Oversee the day-to-day operations of the Technical Support Team
- Act as a senior agent who will drive customer satisfaction through customer support
- Provide direct supervision of the technical support engineers
- Act as a mentor and provide oversight, coaching, and training to team members
- Be the point of contact when it comes to technical escalations
- Record and track team SLAs and workflows
- Clearly communicate issues to SDM as needed, be able to be a communication bridge between the clients and sG management team
- Manage and report on all incoming technical support inquiries
- On-board all new team members
- Assist in the creation of the team KPIs as well as monitor and report on results
- Ensure that all customer inquiries and issues are solved correctly and in a prompt and professional manner
- Work to create any relevant support material for the team
- Implement any necessary preventive measures to reduce customer faults and issues
- Review all technical support related processes and documentation for continuous improvement
- Assist in the creation and implementation of customer self-service material and tools

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#### **Required Skills**

##### **Knowledge, Skills & Abilities Required:**

- Excellent communicator, both oral and written
- Strong problem solving and communication skills between sG and clients
- Love being the first line of support and troubleshooting issues
- Strong analytical skills to investigate and resolve customer support tickets
- Able to multi-task efficiently under time pressure
- Previous experience in managing customer focused teams
- Proven experience in managing a service and support focused team culture
- 5+ Years experience in a Technical Support role

To apply, please contact: [Daria.Tang@systemsgo.asia](mailto:Daria.Tang@systemsgo.asia)

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#### **Company Description**

**systemsGo** is a well-established and growing IT professional services company based in Tokyo with offices in Osaka, Hong Kong, Shanghai, Singapore and also servicing clients in Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi and Taipei.

We are committed to providing our clients with the highest-quality professional services which include IT infrastructure support, systems integration, project management, consulting and staffing solutions. Our client portfolio includes global

investment banks, private equity firms, pharmaceutical and biotech companies, law firms, IT companies, trading & manufacturing firms.

We look after our employees, provide many opportunities for career advancement, competitive salaries, excellent benefits and opportunities to travel and relocate to companies within our group. We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

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向上心が高く、わたしたちとともに最高のサービスを追求してくださる方からのご応募をお待ちしています。