Enterprise Technical Support - Japanese 👍 Exclusive job

Join a mission-driven organization

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Innovative Global Software Company

Job ID
1459421

Division
Information Technology

Industry
Internet, Web Services

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
8 million yen ~ 10 million yen

Refreshed
August 30th, 2025 01:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Fluent (Amount Used: English usage about 75%)

Minimum Japanese Level
Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

About Us:
Join a company on a mission to revolutionize the software industry, making it more accessible and tailor-made for every individual and team. Established in 2016, they have partnered with big names across various sectors, aiding thousands in

their journey to solve challenges through innovative software solutions. Our client is committed to building a diverse and creative workforce and is on the lookout for individuals who are the best at what they do.

Role Overview:
As an Enterprise Technical Support, you will closely collaborate with our enterprise customers and engineers to tackle the most intricate issues. Your contribution will be pivotal in developing systems and processes, managing tasks from report to completion, and scaling our systems.

Key Responsibilities:
- Provide white-glove support to solve challenging support interactions with our largest customers. - Collaborate across engineering and product to build processes and manage issues.
- Perform advanced troubleshooting of products and embedded partner applications.
- Reproduce customer issues, perform initial codebase triage, and file bugs with Engineering.
- Manage key performance metrics within the Product Operations Team.
- Respond to high-priority customer issues and maintain internal knowledge libraries.
- Participate in on-call rotation to assist customers outside of normal working hours.

Required Skills

- 6+ years of experience in a technical support, technical account manager, partner engineering, or similar role.
- Native level fluency in Japanese and fluent communication in English.
- Strong understanding of and experience with REST APIs.
- In-depth knowledge and experience troubleshooting desktop applications on Microsoft Windows and macOS.
- Knowledge of Single Sign-on including OAuth, SAML, and SCIM.
- Strong analytical, debugging, and problem-solving skills.
- Ability to analyze server and client application logs and identify the root cause of errors.
- Excellent written and verbal communication skills for both technical and non-technical audiences.

Nice to Haves:
- Strong knowledge of Linux, APIs, NoSQL, MySQL, and similar open source technologies.
- Experience in script writing using Python, Java, JavaScript, or Typescript.

Company Description