CareerCross

Associate Engineer / アソシエイトエンジニア ※多国籍のスタッフが在籍　柔軟な働き方が可能です

Googleのクラウドプレミアパートナー★インターナショナルで自由な環境下で働く

Job Information

Hiring Company
Navagis, Inc.

Job ID
1460481

Industry
Software

Company Type
International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Minato-ku

Salary
4 million yen ~ 5 million yen

Holidays
土日祝

Refreshed
May 10th, 2024 08:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

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

Minimum Japanese Level
Fluent

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

弊社は、ロケーションインテリジェンスのリーディングカンパニーであり、様々な国の人が集まっているインターナショナルで自由な雰囲気の会社です。働き方は柔軟ですので、伸び伸びと力を発揮し、精力的に取り組んでいただけることを期待しています。

Navagis is a Google Cloud Premier Partner based in the US with offices in San Francisco, Japan, Singapore, and the Philippines. Navagis is a Location Intelligence company that empowers organizations to leverage geospatial information to efficiently run their multiple operations via web and mobile applications. Navagis software solutions are built using Google Maps and Google Cloud technologies and open systems to integrate various information sources into a map-driven common operating picture for the entire enterprise.

To expand our **Japan** operations, we are in need of a **Associate Engineer** to join our fast-growing team.

If you are an independent problem solver, have a strong drive to excel, and are looking for an opportunity to grow fast and to make a big impact, this is the right place for you.

Your Role:

- Research and identify solutions to software and hardware issues
- Diagnose, resolve and perform root cause analysis in order to isolate the problem and implement corrective resolutions in the database or application
- Ask customers targeted questions to quickly understand the root of the problem
- Talk clients through a series of actions, either via phone, email or chat, until the technical issue is resolved
- Attends to issues escalated by L1 and L2
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Be able to create system and infrastructure assessment reports
- Embrace initiative to lead system updates and roll-outs.
- Ensure all issues are properly logged and organized, using our in-house ticketing software or customer service software
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure the system is fully functional after troubleshooting
- Prepare accurate and timely reports
- Maintain a good and professional relationship with clients

Required Skills

About You

- Bachelor's or Master's degree in Computer Science and/or other related courses.
- At least 3 years of working experience as a Software Support Engineer or in a similar role.
- Business-level English proficiency
- Native-level Japanese proficiency
  Experience in reading, understanding and debugging Javascript, Java, Python, Ruby, and other code
- Familiar with SQL (can read and construct queries)
- Ability to read and understand public-facing documentation (Google developers website or StackOverflow)
- Ability to read and understand logs and stack traces
- Be able to work independently and communicate well
- Expertise in systems implemented in cloud platforms (such as AWS / GCP) would be a plus
- Amenable to work on a rotating shift schedule

Why Join Us:

- **Highly flexible and Long Term environment.** Our Executive Team is mostly comprised of Ex-Googlers. We work hard and have fun while doing it! We have an active international community. We also offer comprehensive benefits in all the countries we operate in.
- **Our employees develop and support high-end solutions.** Every day, we push technical boundaries to advance the field of Location Intelligence. We believe mapping is essential to the world and we are extremely dedicated when it comes to quality and performance.
- **Learn from the BEST and make a difference.** Our team is composed of some of the best engineers in the world. As a young dynamic company, the work you do will make a big difference. At Navagis, you will be surrounded by top talent who have years of experience in mapping and cloud infrastructure, deep learning, and more.

【勤務時間】
8時~10時開始の選択制（通常はリモート勤務）

【オフィス】
〒107-0052 東京都港区坂８丁目４−１４ 8階 Fabbit青山内
基本的にはリモート勤務（オフィスは自由に利用可能）

【休日休暇】
完全週休二日制、祝祭日カレンダー通り、お盆休み、年末年始、有給休暇、シックリーブ

【待遇・福利厚生】
・交通費支給
・自宅でのインターネット費半額支給(4千円まで)
・英語／日本語レッスン費サポート
・健康診断

Company Description