CareerCross by JAC Recruitment

randstad professionals

Bilingual Technical Support

Job Information

Temp Agency
Randstad K.K., Professionals

Hiring Company
Leading financial holding company

Job ID
1474906

Industry
Internet, Web Services

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Temp to Perm

Location
Tokyo - 23 Wards

Salary
5 million yen ~ 7.5 million yen

Refreshed
August 30th, 2025 01:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English Only)

Minimum Japanese Level
Fluent

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Our client is the No.1 Online Travel Agency in Japan.

They provide services in leisure and also business travelers a variety of accommodation choices to meet all of their travel needs. Their mission is to provide quality experience to the travelers. Teir tech-team develop, operate, and maintain a large-scale platform that contributes over 1 trillion yen.

As a communication hub, Tech-support handles various inquiries from internal staff and external partners about the technical/product specifications or operations accurately and promptly. Diagnose and troubleshoot the product issues by analyze source code and data in the situation that new features are implemented every weeks.

Contribute to offer best experience to customers/partners by feedback the voice of customers to development and product management teams.

Responsibilities

- Understand customers' situation and be responsible to handles the inquiries
- Be passionate and have motivation to offer the best values to the customers and partners as service provider
- Quickly adapt new technology or architecture and proactive to get the new knowledge technology skills
- Always see the big picture of the things, be flexible and make effort spontaneously in any situation.
- Maintenance and operation internal FAQ
- Track computer system issues through to resolution, within agreed time limits
- Communicate and coordinate with customers and partners
- Prepare accurate and timely reports
- Analyze logs, system operation including data update or account creation
- Improve operation process to reduce the time of inquiries or issues itself with PDCA cycle

Required Skills

- BSc/BA in Computer Science, Engineering or related field or background in software engineering
- Properly escalate issues to appropriate internal teams and external partners
- Prioritize and manage several open issues by judging situations appropriately
- Collect and analyze inquiries from customers, stakeholders and other teams to propose best solutions
- Excellent communication skills in any situations
- Proficient in English and Japanese

Company Description