



## 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**

September 28th, 2024 03:00

### 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. Their 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
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### 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
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### Company Description