

# Helpdesk Team Leader

## Work-life balance, friendly environment!

### Job Information

### **Hiring Company**

systemsGo Corporation

### Subsidiary

systemsGo

### Job ID

1539524

#### 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

8 million yen ~ 11 million yen

# **Work Hours**

Mon-Fri 9am-6pm

# Holidays

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

### Refreshed

October 17th, 2025 19:00

# General Requirements

## Minimum Experience Level

Over 6 years

### **Career Level**

Mid Career

### Minimum English Level

Business Level

# Minimum Japanese Level

Business Level

### **Minimum Education Level**

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

#### Job Description

- 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 tool

## Required Skills

- 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
- 3-5 Years experience in a Technical Support role

## Company Description